

Seagate NAS OS

Seagate Surveillance Manager

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1 Regulatory Compliance

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This list of licenses can evolve over time and can be found on the user interface under the heading "Credits."

2 Precautions

Data

Any loss, corruption or destruction of data while using a Seagate drive or Seagate drive system or Seagate network storage is the sole responsibility of the user, and under no circumstances will Seagate be held liable for the recovery or restoration of this data. To help prevent the loss of your data, Seagate highly recommends that you keep TWO copies of your data: one copy on your external hard disk, for instance, and a second copy either on your internal hard disk, another external hard disk or some other form of removable storage media. If you would like more information on backup, refer to our website.

Disk capacity

1TB (Terabyte) = 1,000GB. 1GB = 1000MB. 1MB = 1,000,000 Bytes. Total accessible capacity varies depending upon operating environment (typically up to 10% less per TB).

3 About Seagate Surveillance Manager

Seagate Surveillance Manager adds surveillance to your NAS OS device. Seagate has partnered with surveillance market leader NUUO to create a NAS OS app that includes:

- High throughput recording
- Robust video management
- Large number of supported cameras
- Extensive options for events and actions
- Access via desktop and mobile apps
- Support for multiple languages
- Multi-stream ready

3.1 Seagate Surveillance Manager apps

Seagate offers versions of Seagate Surveillance Manager for:

- NAS OS
- Windows
- Android
- iOS

The NAS OS version is available in App Manager.

The Windows version of the Seagate Surveillance Manager is available at the [Seagate Download Finder](#). You are prompted for your Seagate product's serial number.

Mobile versions of Seagate Surveillance Manager are available at the Google Play Store and iOS App Store.

3.2 How to use this manual

This user manual covers the Seagate Surveillance Manager app compatible with the latest version of Seagate NAS OS. Sections pertaining to recording, playback and licensing include instructions on how to use the Seagate Surveillance Manager desktop app for Windows.

4 Install Seagate Surveillance Manager

4.1 NAS OS

1. On the NAS OS Home page, launch the **App Manager**.
2. Click **Security**.
3. Click **Surveillance Manager** to install the app.

4.2 Desktop (Windows)

1. Visit the website [Seagate Download Finder](#).
2. Enter your Seagate product's serial number.
3. Locate Seagate Surveillance Manager for Windows.
4. Download and install Seagate Surveillance Manager.

5 Seagate Surveillance Manager license

A Seagate NAS OS device includes one camera license. To add more cameras to Seagate Surveillance Manager, users can purchase licenses. For details on adding cameras, see the [Seagate Surveillance Manager website](#).

5.1 Uninstalling Seagate Surveillance Manager and licenses

Uninstalling Seagate Surveillance Manager removes:

- All licenses
- Recorded data
- Settings

Back up data and transfer licenses before uninstalling the app. Before attempting to transfer licences, contact [Seagate customer support](#).

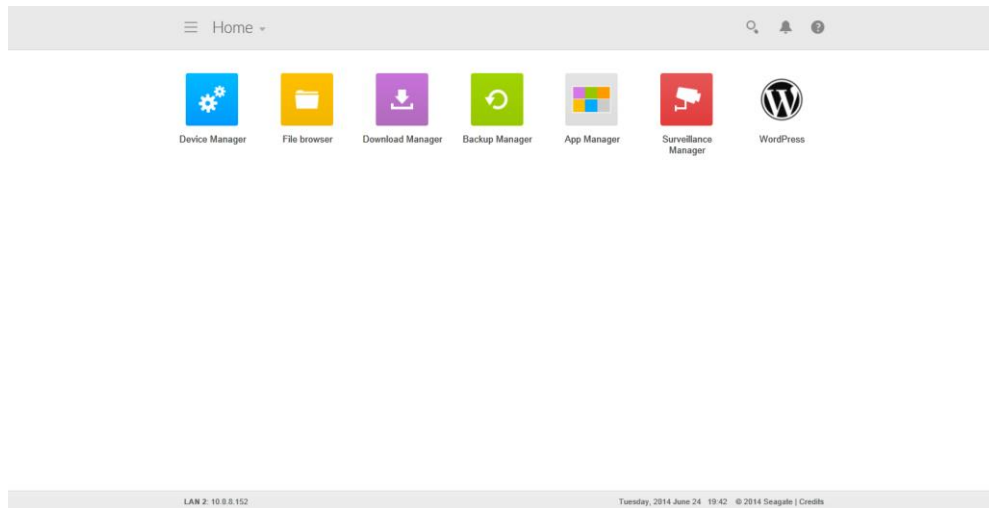
5.2 Receiving support for lost licenses due to technical issues

Users with failed or failing devices must contact [Seagate customer support](#) to troubleshoot the problem. To guarantee that a camera license is up to date, make certain to tell the Seagate customer support representative that Seagate Surveillance Manager has been installed on the NAS OS device.

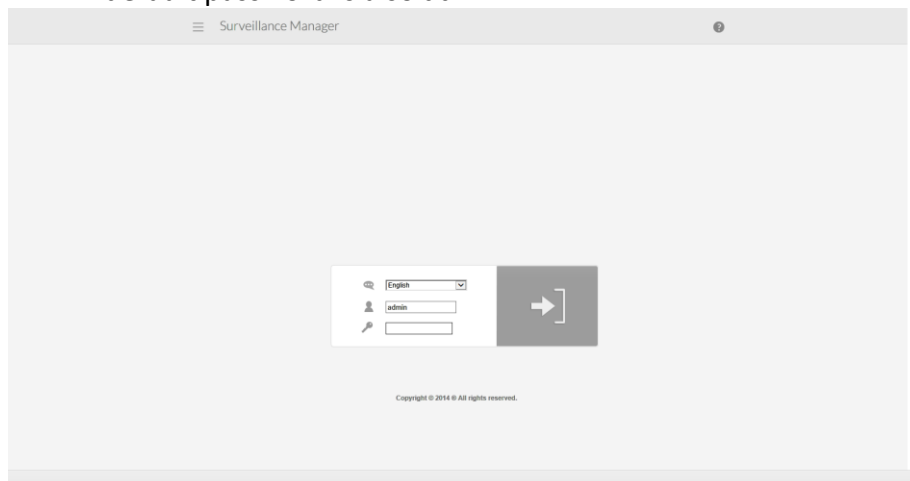
For further information on licensing, see the applicable section in [Settings](#).

6 Login

1. Click the **Seagate Surveillance Manager** app on the NAS OS Home page.

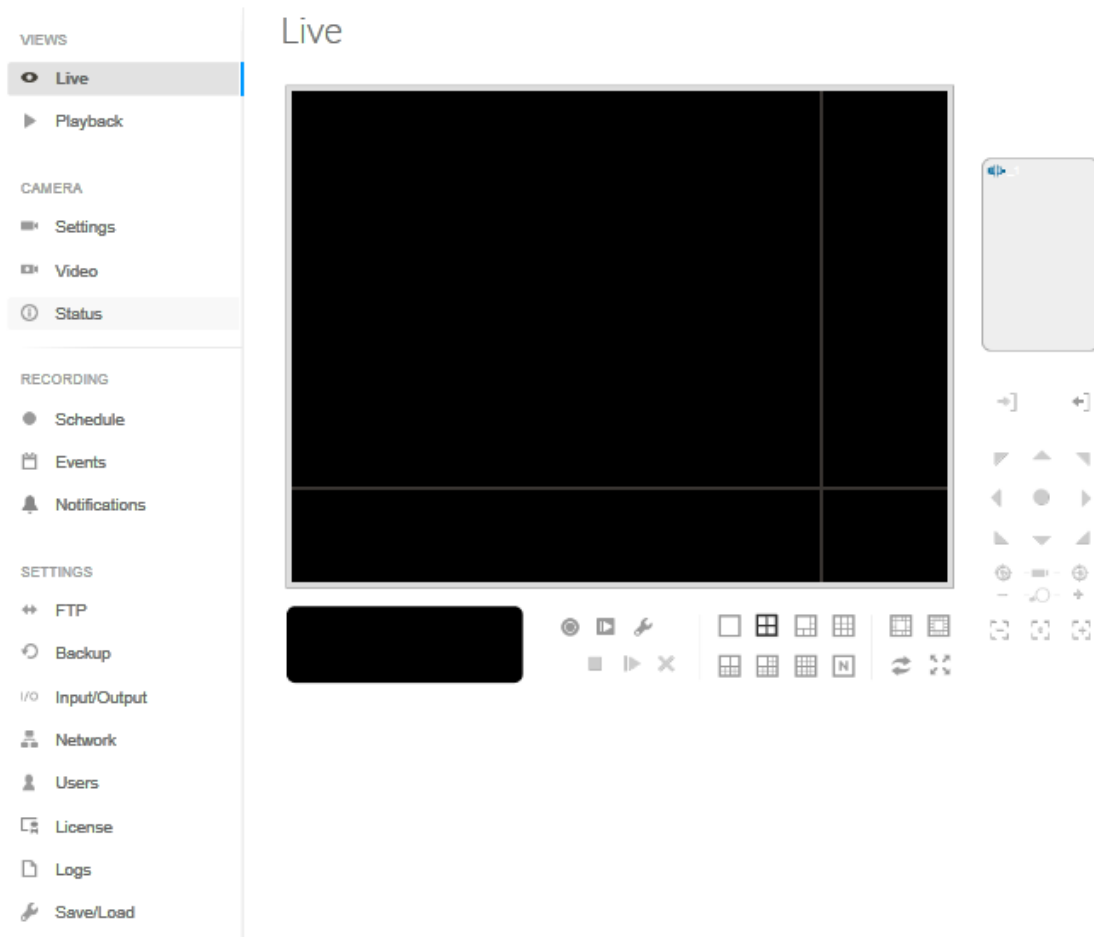


2. Choose the language.
3. Enter the username and password. The default username is **admin** and the default password is also **admin**.



Seagate Surveillance Manager's four main functions appear on the left side of the app's window:

- [Views](#)
- [Camera](#)
- [Recording](#)
- [Settings](#)



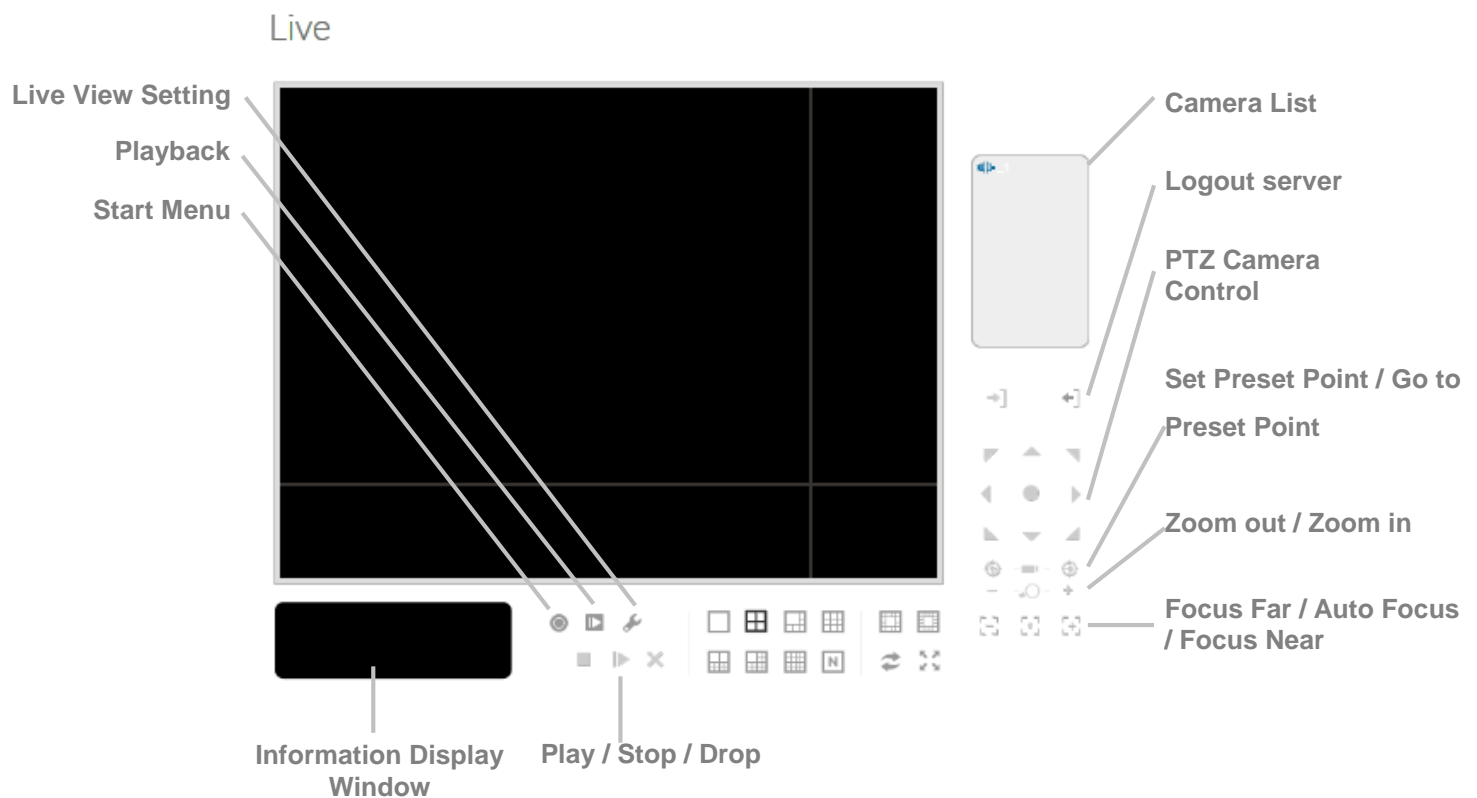
7 Views

7.1 Live

Live view is available on the NAS OS and desktop versions of Seagate Surveillance Manager.

7.1.1 The Live interface – NAS OS app

Choose **Live** to view the images sent from all cameras connected to the NAS OS device and remote servers.

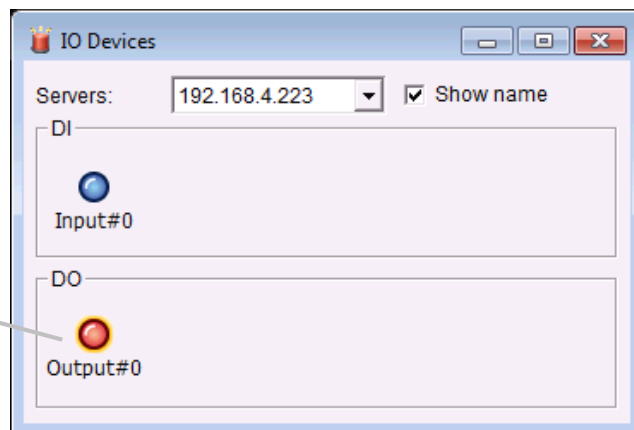


- **Pan Tilt Zoom (PTZ) Camera Control**—Control the camera's view by using the PTZ camera control panel. The camera must support PTZ.
- **Set Preset Point / Go to Preset Point**—Adjust the camera view and make it a pre-set point. You can create multiple pre-set points.
- **Zoom**—Click + or – to zoom in or zoom out.
- **Play / Stop / Drop**—Select a camera and click this button to play/stop/disconnect a channel.
- **Information Display Window**—Displays video information including server name, status and bit rate for a selected channel.
- **Start Menu > E-Map**—E-Map is only available when using Internet Explorer as

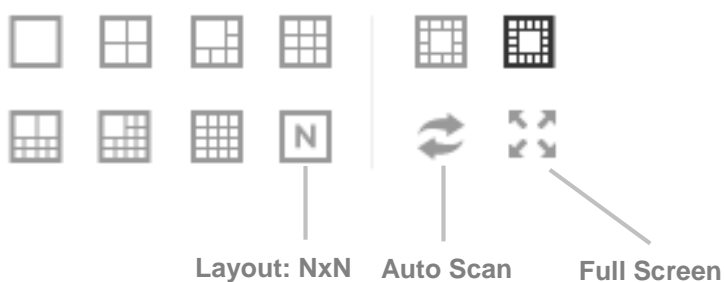
the browser for NAS OS. Upload a map and drag the camera or I/O box onto it to track the device location and alarm status.

- **Start Menu > I/O Control Panel**—Choose the I/O control panel to remotely adjust the Output Pins. Choose a server in the pull-down menu and click **Output** to turn it On or Off.

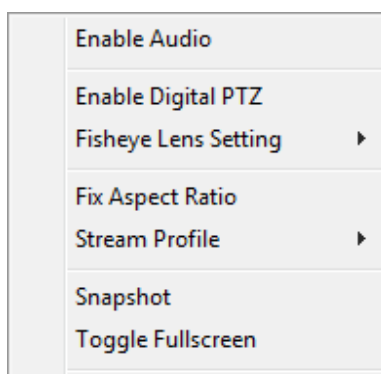
Click to turn on/off the
“Output” pins



- **Playback**—Play video.
- **Auto Scan (see zoomed image below)**—Activate auto scan to rotate the channels on the display screen. For example, you can view a 4-split screen on the live view, while connecting 16 channels to the system. With auto scan, you can alternate how to display all 16 channels.
- **Layout (see zoomed image below)**—Click to change the layout.




Right click on the camera’s screen to enable the following functions:

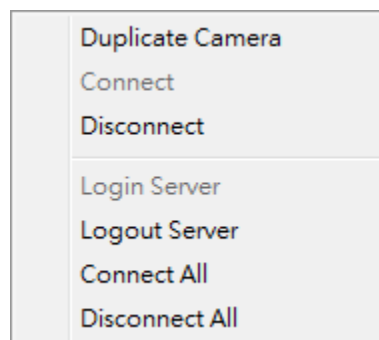


- **Enable Audio**—Enable audio on active channels.

- **Enable Digital PTZ**—Click + or – to zoom in or zoom out of the view. A square on the lower right indicates the camera's view.
- **Fix Aspect Ratio**—Display the image in its native ratio.
- **Fisheye Lens Setting**—Select the lens mode (types of modes depend on the lens location.).
 - **Generic Dewarp**—Original, Rectilinear, Quad and Dual-view panorama
 - **ImmerVision**—Original, PTZ, Quad and Perimeter
 - **Vivotek Fish Eye**—Original, Rectilinear, Full-view panorama and Dual-view panorama.
- **Stream Profile**—Select the stream profiles
 - Original
 - Low
 - Minimum
- **Snapshot**—Select **Snapshot** to capture a specific video frame.
- **Toggle Fullscreen**—View cameras in full screen. Choose **Esc** or right click to return to the original view.

Cameras that support PTZ allow for adjusting angles and positions. Drag the  button on the display screen to adjust the PTZ camera's view.

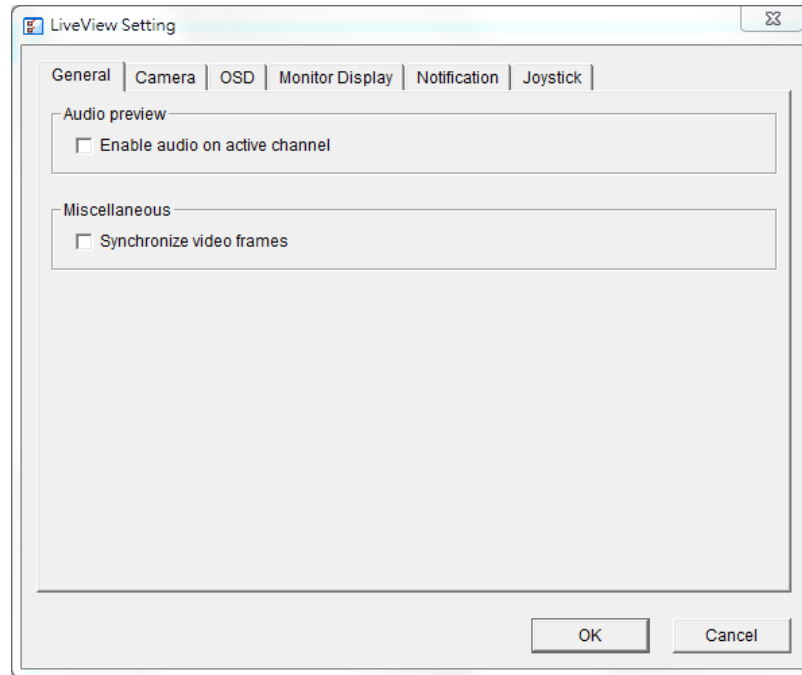
Right click on the camera's list to duplicate, connect or disconnect it.



- **Duplicate Camera**—Create multiple camera views. The duplicate camera view has a green indicator on the right. Cameras that support PTZ can enhance the areas in the image and view them as separate channels. The standard camera view continues to be recorded when enhancing areas.
- **Connect / Disconnect**—Connect or disconnect the camera.
- **Login / Logout Server**—Log in or log out of the server.
- **Connect All / Disconnect All**—Connect or disconnect all cameras.

7.1.1.1 Live View setting

1. Click **Live**.
2. Click **General settings**.
3. Click the **General** tab.

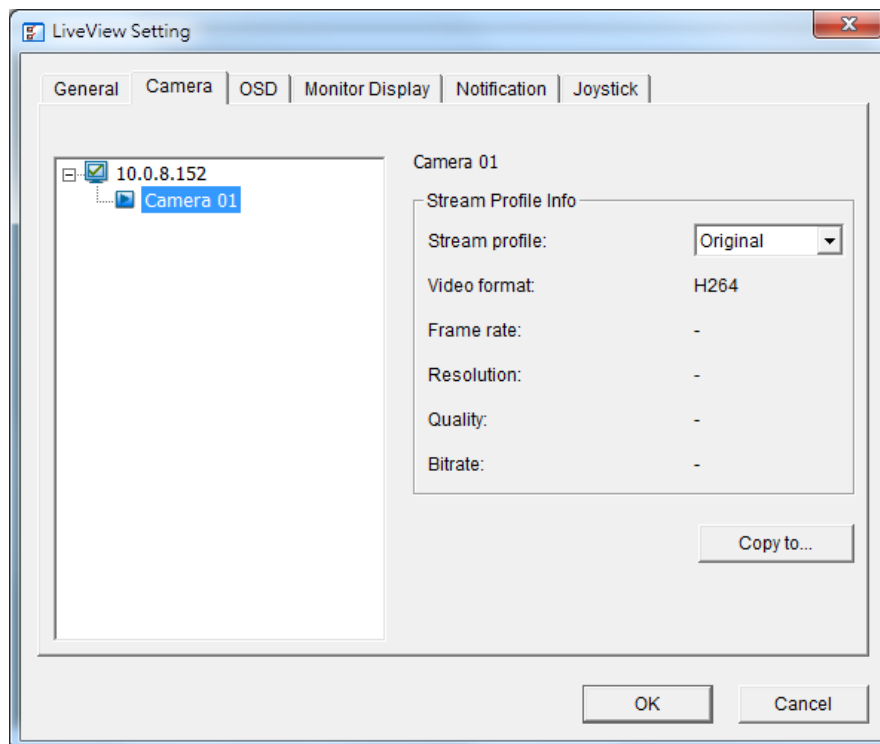


- Check **Enable audio on active channel** to enable audio streaming on the active channel. You can also right click on the camera view to enable audio.
 - Check **Synchronize video frames** to avoid video display tearing issues. This problem can occur when high demands are placed upon the CPU.
4. Click **OK**.

7.1.1.2 Stream a profile setting

Select the default live view profile for each camera. Before following the steps below, adjust the stream profile for each camera at **Seagate Surveillance Manager > Camera > Video > Camera parameters**.

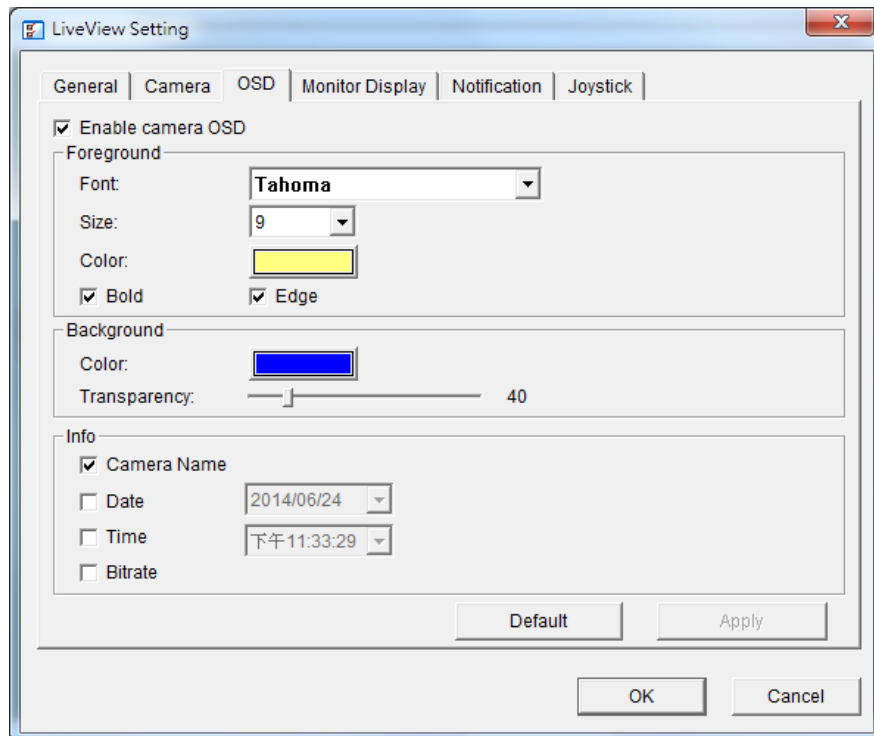
1. Click **Live**.
2. Click **General settings**.
3. Click the **Camera** tab.



4. Choose a camera and select its stream profile.
5. Click **Copy to...** to apply this profile to other channels.
6. Choose **OK**.

7.1.1.3 OSD (On-screen display) setting

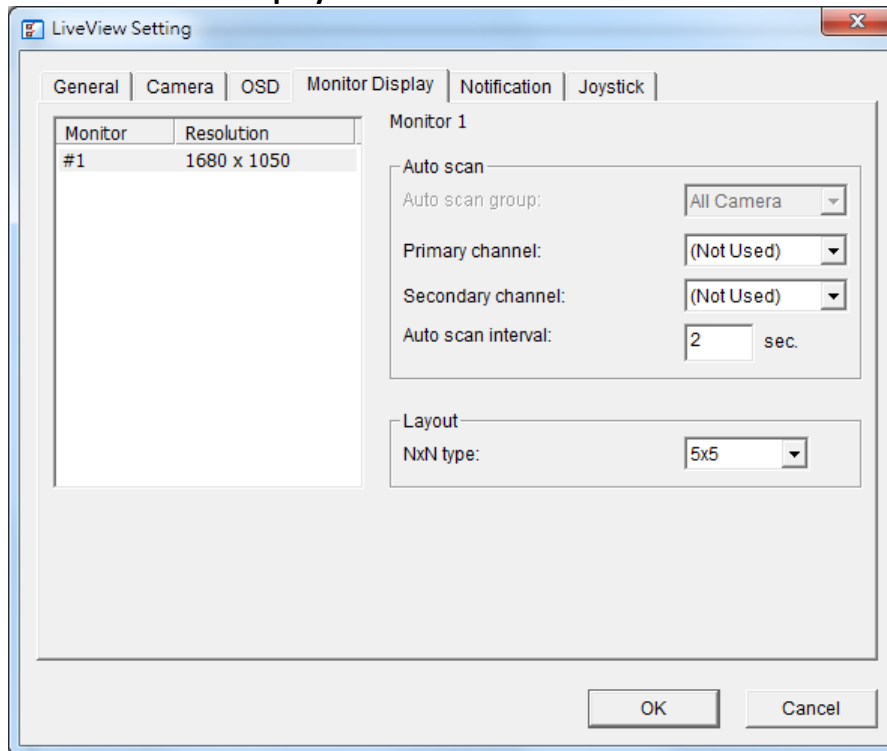
1. Click **Live**.
2. Click **General settings**.
3. Click the **OSD** tab.



4. Check **Enable camera OSD**.
5. Set the OSD's **Foreground** and **Background** settings.
6. Select the OSD's **Info**.
7. Choose **Apply** to preview the settings.
8. If you do not want to use the updated settings, choose **Default** to return to the default settings.
9. Choose **OK**.

7.1.1.4 Monitor display setting

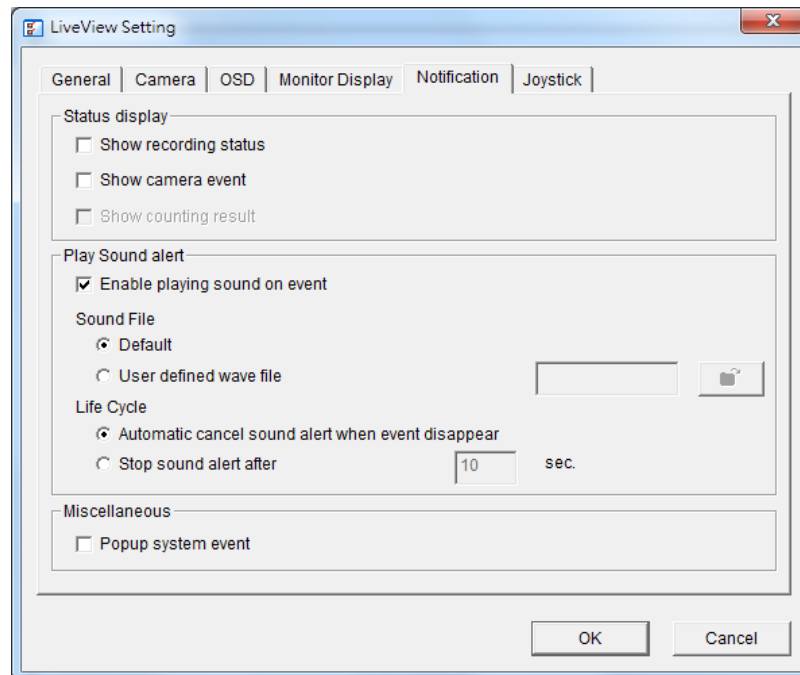
1. Click **Live**.
2. Click **General settings**.
3. Click the **Monitor Display** tab.



4. Auto scan:
 - **Primary channel**—Set the default resolution for Auto scan.
 - **Secondary channel**—Set the backup resolution for Auto scan. The backup resolution takes effect if the default is not available.
 - **Auto scan interval**—Set the time interval for Auto scan.
5. Select the screen division using the **NxN type** pull-down menu.
6. Choose **OK**.

7.1.1.5 Notification

1. Click **Live**.
2. Click **General settings**.
3. Click the **Notification** tab.



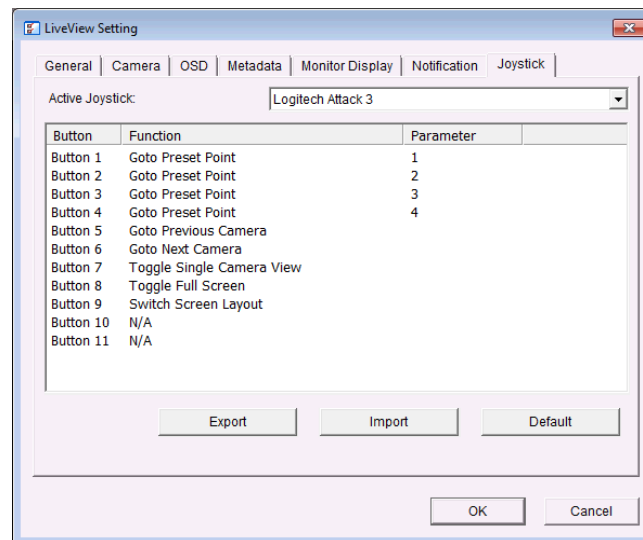
4. Check the box next to **Show recording status** to enable a visual indicator of the recording status.
5. Check the box next to **Show camera event** to display text regarding a camera event.
6. Check **Enable playing sound on event** to:
 - Select the sound file format
 - Define the Life Cycle for the sound file
7. Check the box next to **Popup system event** to enable dialog warnings when system events are detected.
8. Choose **OK**.



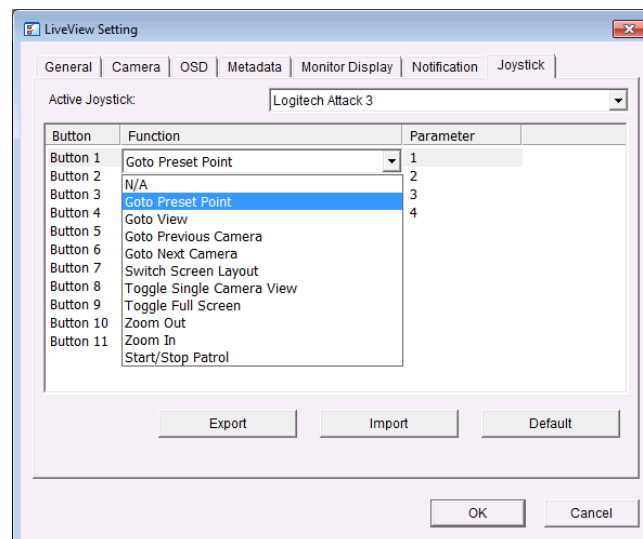
The sound option only activates on the event. The user must configure camera motion, camera I/O and I/O Box as events. See [Event & Action Management](#).

7.1.2 Configure joystick control

1. Click **Live View**.
2. Click **General settings**.
3. Click the **Joystick** tab.



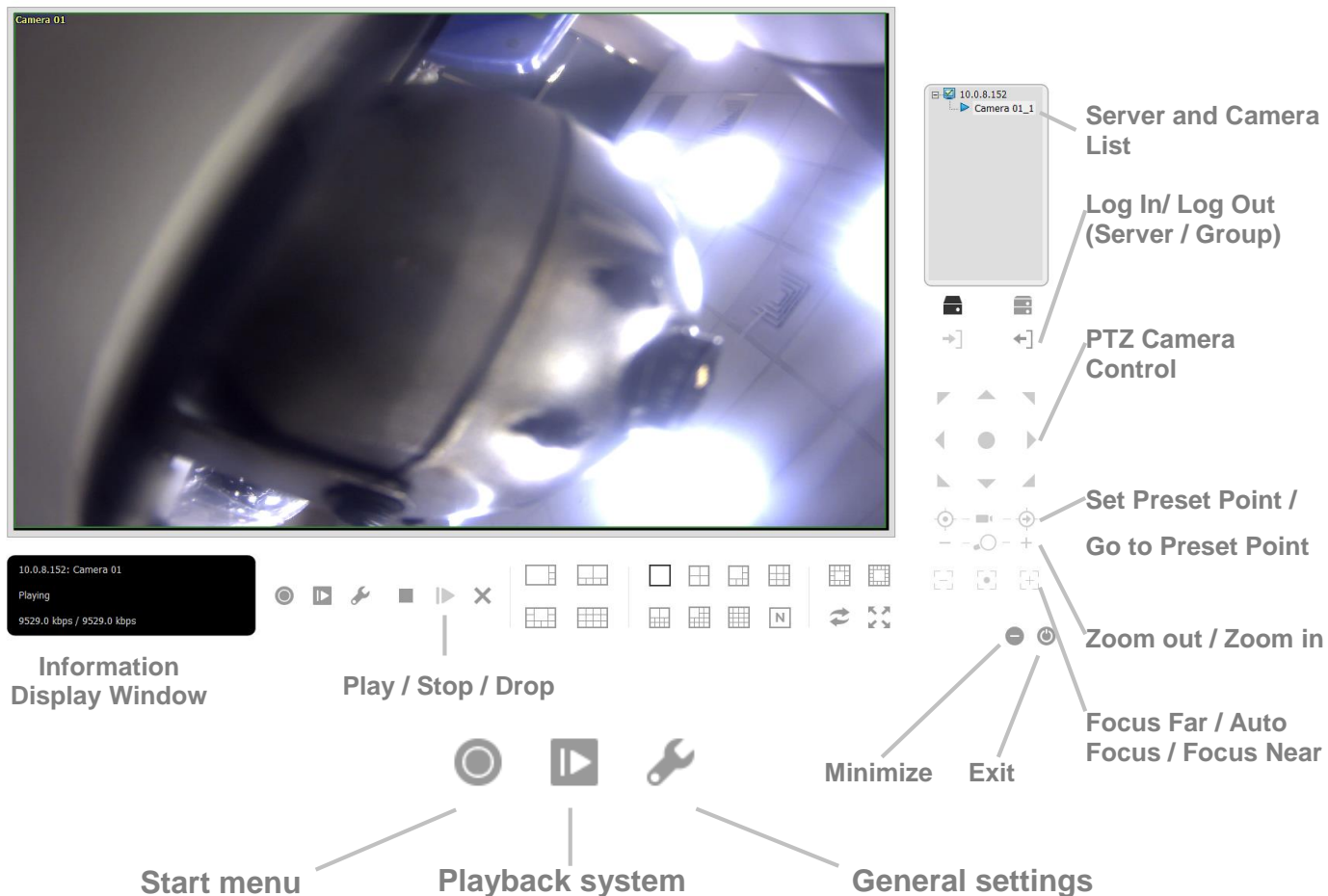
- **Function**—Choose the joystick button's function from the drop-down menu.



- **Parameter**—Choose the pre-set point from the drop-down menu.
 - **Default**—Return to the default setting.
 - **Import**—Import pre-configured settings.
 - **Export**—Export the current settings.
4. Choose **OK**.

7.1.3 The Live view - Desktop app (Windows)

7.1.3.1 Application Control Panel



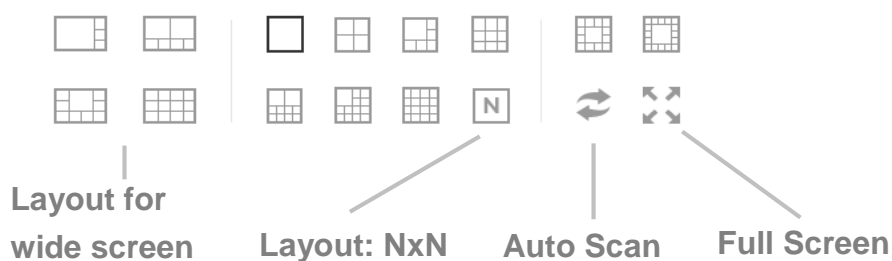
- **Pan Tilt Zoom (PTZ) Camera Control**—Control the camera's view by using the PTZ camera control panel. The camera must support PTZ.
- **Set Preset Point / Go to Preset Point**—Adjust the camera view and make it a pre-set point. You can create multiple pre-set points.
- **Zoom**—Click the + or – button to zoom in or zoom out.
- **Minimize**—Minimize the Remote Live Viewer window.
- **Exit**—Shut down the application.
- **Play / Stop / Drop**—Select a camera and click this button to play/stop/disconnect a channel.
- **Information Display Window**—Displays video information including server name, status and bit rate for a selected channel.
- **Start Monitor > Monitor**—Select **Open Monitor** to view live video on multiple monitors.
- **Start Menu > E-Map**—Upload a map and drag the camera or I/O box onto it to track the device's location and alarm status.
- **Start Menu > I/O Control Panel**—Choose the I/O control panel to remotely adjust the Output Pins. Choose a server in the pull-down menu and click

Output to turn it On or Off.

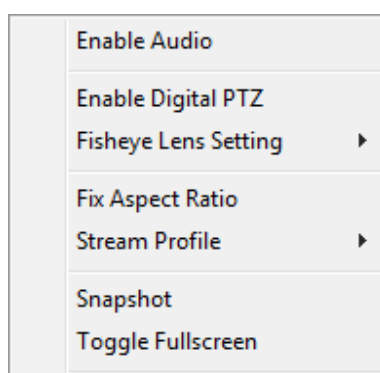
Click to turn on/off the
“Output” pins



- **Playback**—Play video.
- **Auto Scan (see zoomed image below)**—Activate auto scan to rotate the channels on the display screen. For example, you can view a 4-split screen on the live view, while connecting 16 channels to the system. With auto scan, you can alternate how to display all 16 channels.
- **Layout (see zoomed image below)**—Click to change the layout.




Right click on the camera’s screen to enable the following functions:

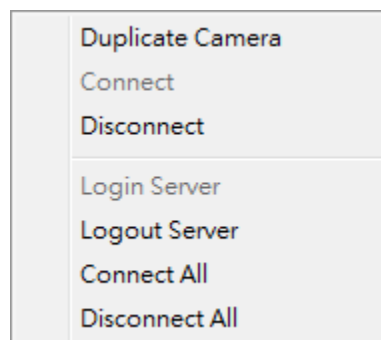


- **Enable Audio**—Enable audio on active channels.
- **Enable Digital PTZ**— Click + or – to zoom in or zoom out of the view. A square on the lower right indicates the camera’s view.
- **Fix Aspect Ratio**—Display the image in its native ratio.

- **Fisheye Lens Setting**—Select the lens mode. The types of mode depend upon the lens's location.
 - **Generic Dewarp**—Original, Rectilinear, Quad and Dual-view panorama
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 - Minimum
- **Snapshot**—Select **Snapshot** to capture a specific video frame.
- **Toggle Fullscreen**—View cameras in full screen. Press **Esc** or right click to return to the original view.

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Right click on the camera's list to duplicate, connect or disconnect it.



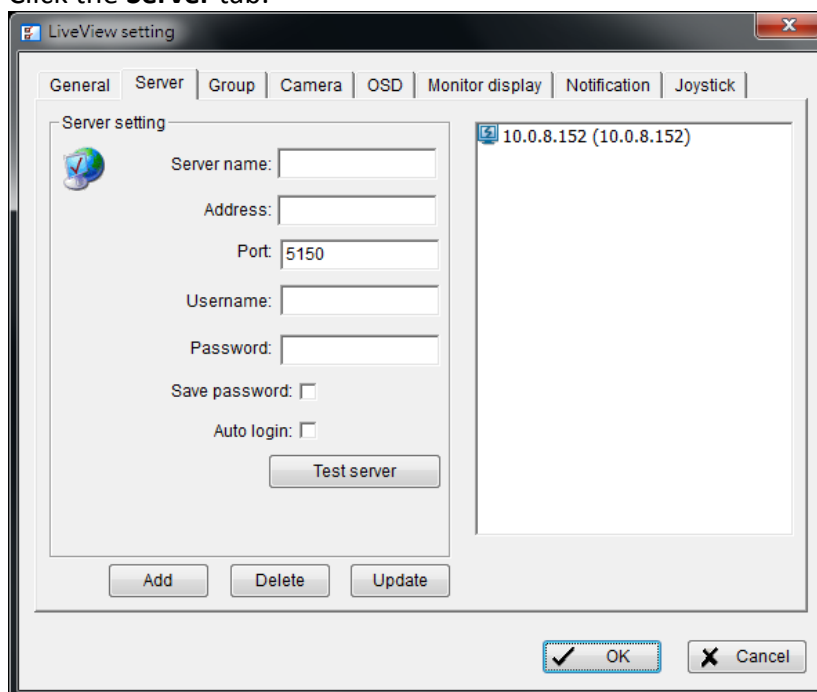
- **Duplicate Camera**—Create multiple views. The duplicate camera view has a green indicator on the right. Cameras that support PTZ can enhance areas in the image and view them as separate channels. The standard camera view is recorded when enhancing areas.
- **Connect / Disconnect**—Connect or disconnect the camera.
- **Login / Logout Server**—Log in or log out of the server.
- **Connect All / Disconnect All**—Connect or disconnect all cameras.

7.1.3.2 Add server

1. Click **Remote Live Viewer**.
2. Click **General settings**.



3. Click the **Server** tab.

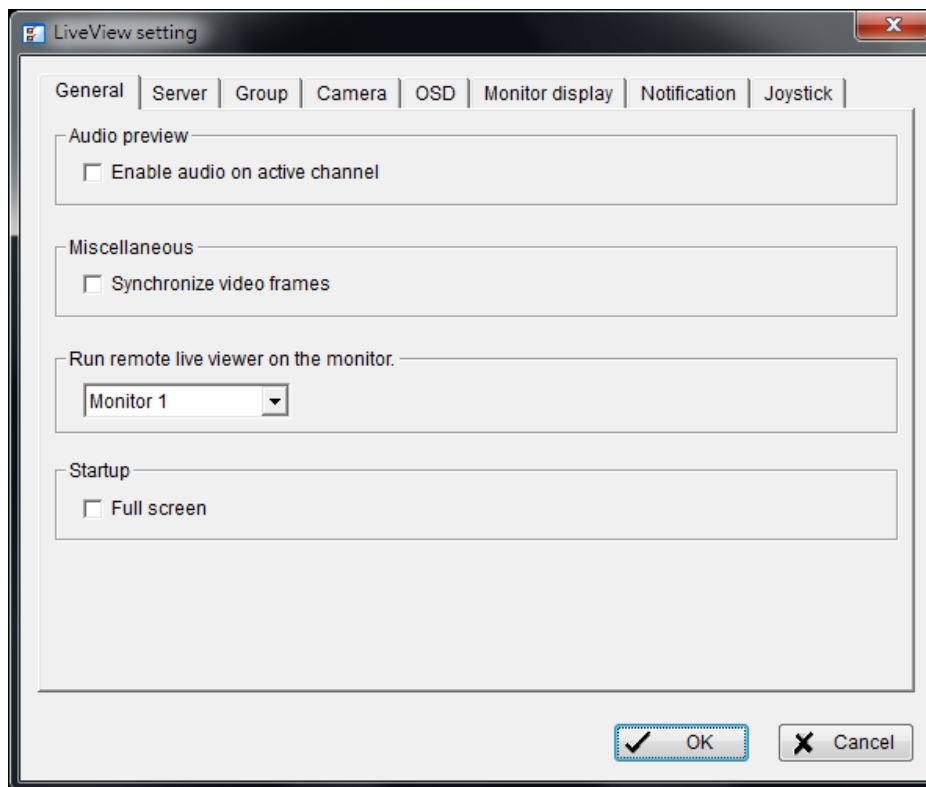


4. Enter the:
 - **Server name**
 - **IP address**
 - **Port** number (modify the default if necessary)
 - **Username**
 - **Password**
5. Check the boxes next to **Save password** and **Auto login** (optional).

6. Click **Test server** to test the connection between the local application and the remote server.
7. Click **Add** to add the server to the remote server list.
8. Click **OK**.

7.1.3.3 General settings

1. Click **Remote Live Viewer**.
2. Click **General settings**.
3. Click the **General** tab.

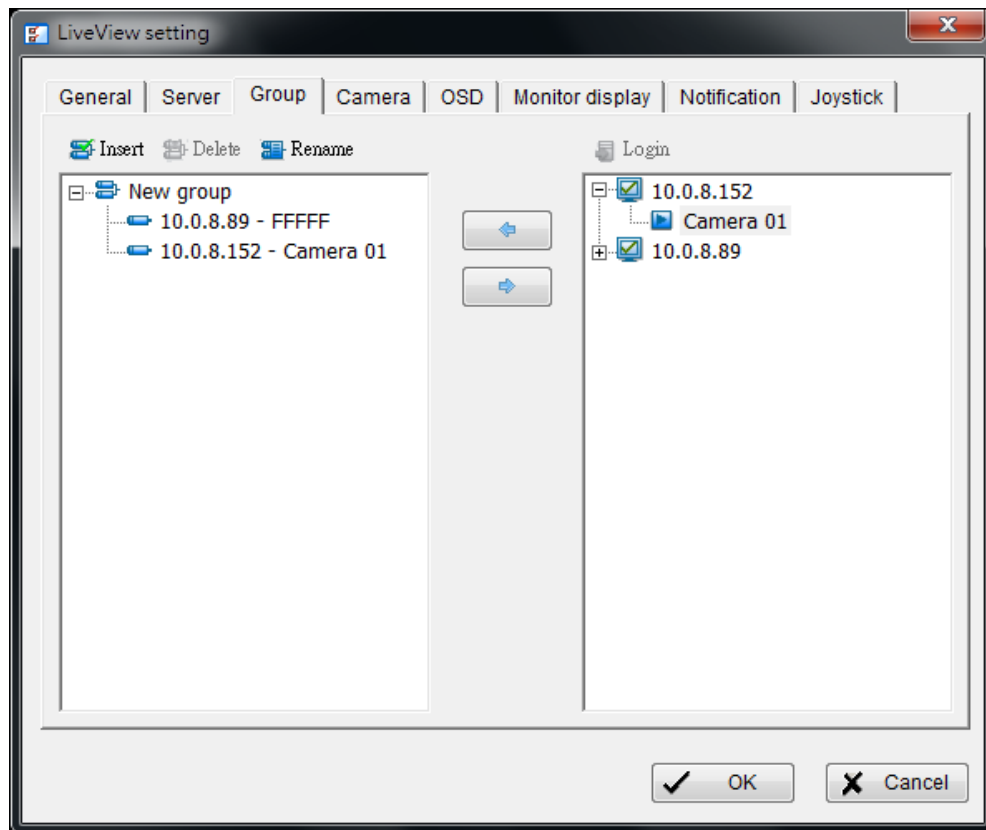



- Check **Enable audio on active channel** to enable audio streaming on the active channel. You can also right click on the camera view to enable audio.
 - Check **Synchronize video frames** to avoid video display tearing issues. This problem can occur when high demand is placed upon the CPU.
 - Choose the monitor to run Live View in the pull-down menu.
 - Check **Full screen** for Live View to enter full screen upon start up.
4. Click **OK**.

7.1.3.4 Camera group

Create one or more groups of cameras. Before following the steps below, you must log in to the servers that connect to the cameras you want to add to groups.

1. Click **Remote Live Viewer**.
2. Click **General settings**.
3. Click the **Group** tab.



4. Click **Insert** and name the group.
5. Select the cameras to add to the group and then click the left arrow icon ().
6. Repeat the steps above to create additional groups.
7. Choose **OK**.

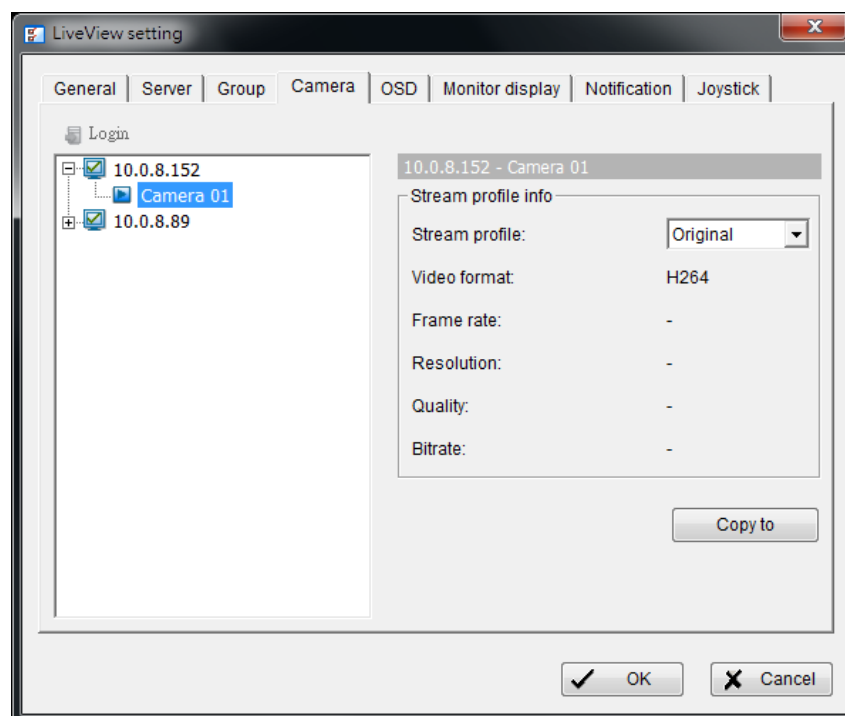
7.1.3.5 Delete / Rename a camera group

1. Click **Remote Live Viewer**.
2. Click **General settings**.
3. Click the **Group** tab.
4. Click the group you want to modify.
5. Click **Delete** or **Rename** to permanently remove or rename the selected group. When selecting Rename, enter the new name
6. Repeat the steps to modify other groups.
7. Click **OK**.

7.1.3.6 Stream a profile setting

Select a camera's default stream profile for Live View. Before following the steps below, you must adjust the stream profile for the applicable cameras. See [Camera parameters](#).

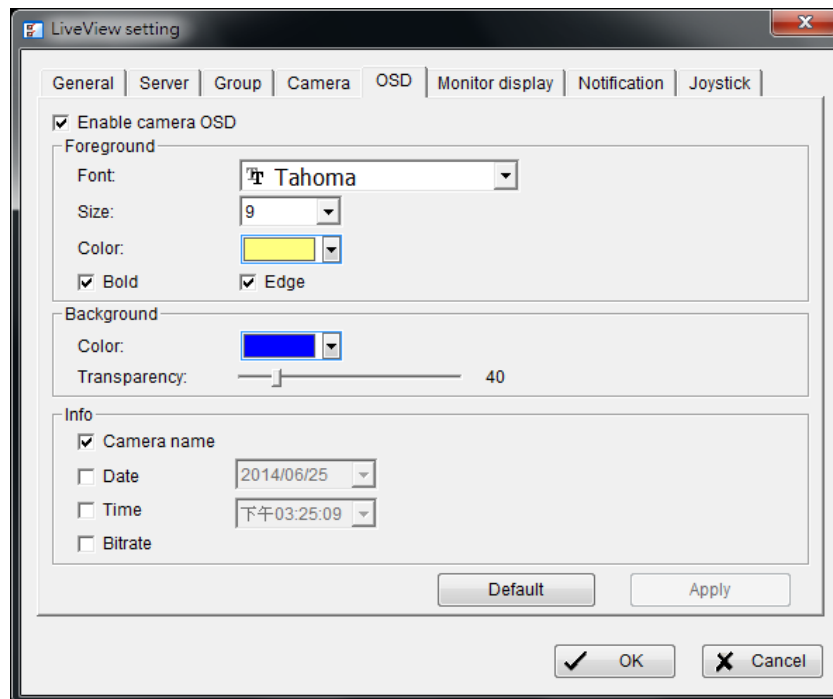
1. Click **Remote Live Viewer**.
2. Click **General settings**.
3. Click the **Camera** tab.



4. Click a camera and select its stream profile. You can also click **Copy to...** to apply this profile to other channels.
5. Click **OK**.

7.1.3.7 OSD (On-screen display) setting

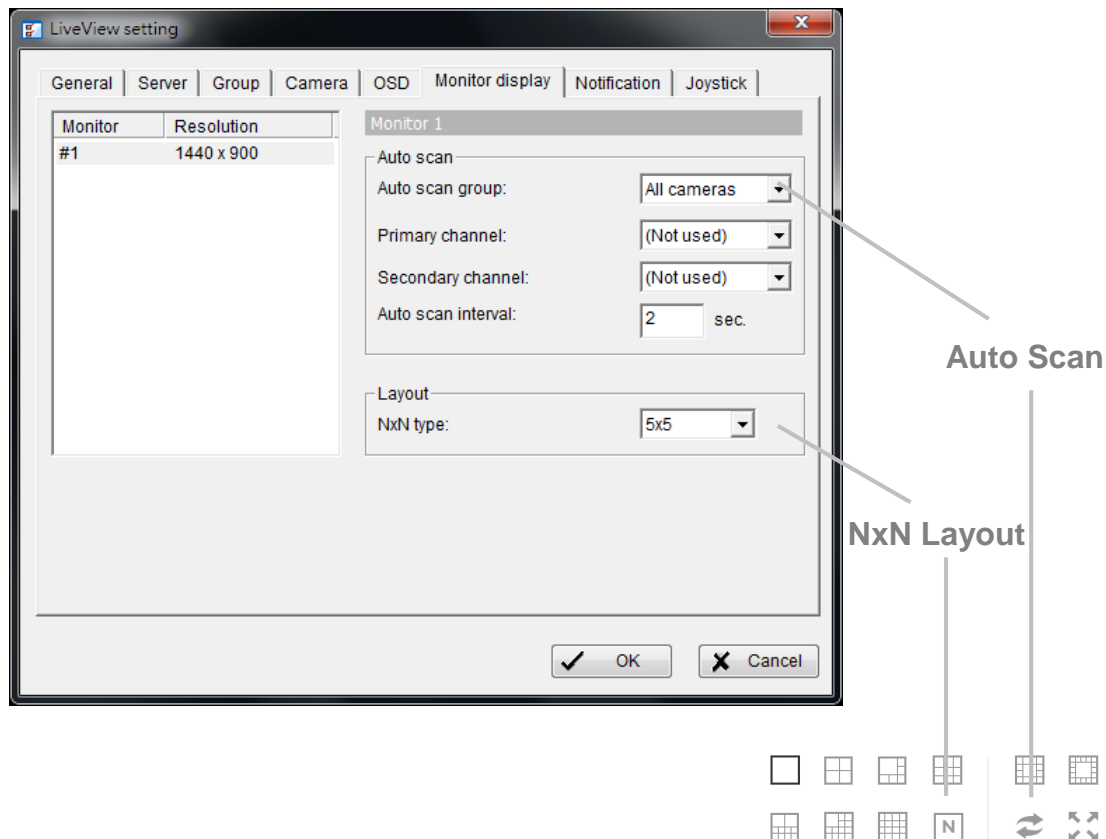
1. Click **Remote Live Viewer**.
2. Click **General settings**.
3. Click the **OSD** tab.



4. Check **Enable camera OSD**.
5. Choose the OSD's **Foreground** and **Background** settings.
6. Select the OSD's **Info**.
7. Click **Apply** to preview the OSD settings.
8. If you do not want to use the updated settings, choose **Default** to return to the original settings.
9. Click **OK**.

7.1.3.8 Monitor display setting

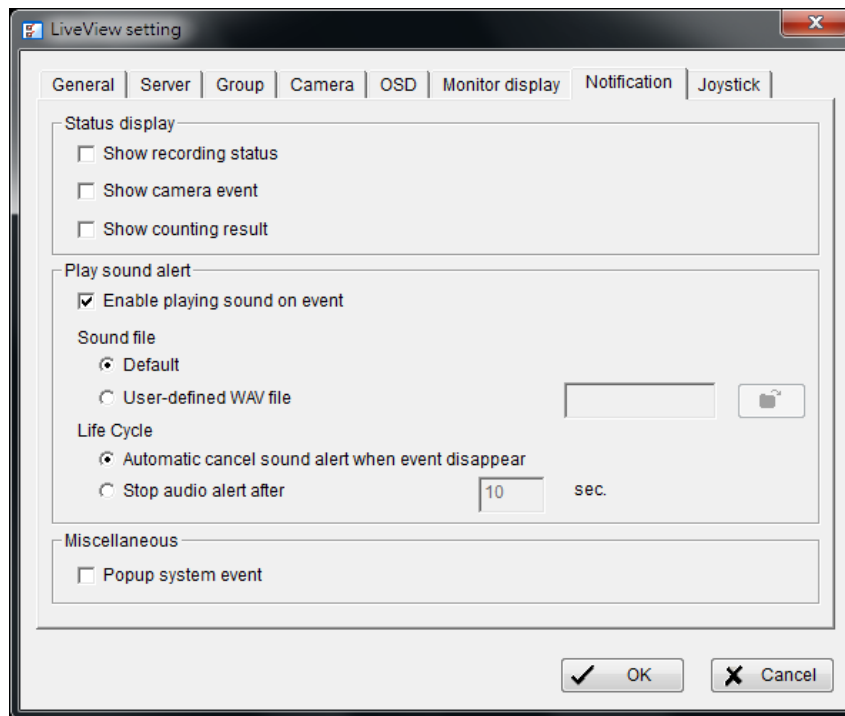
1. Click **Remote Live Viewer**.
2. Click **General settings**.
3. Click the **Monitor display** tab.



4. Auto scan
 - Select the **Primary channel** to be used as the default for Auto scan.
 - Select the **Secondary channel** to be used as the alternate channel for Auto scan. The secondary channel takes effect when the primary is not available.
 - Enter the time interval for Auto scan.
5. Select the screen division in the **NxN type** pull-down menu.
6. Click **OK**.

7.1.3.9 Notification

1. Click **Remote Live Viewer**.
2. Click **General settings**.
3. Click the **Notification** tab.



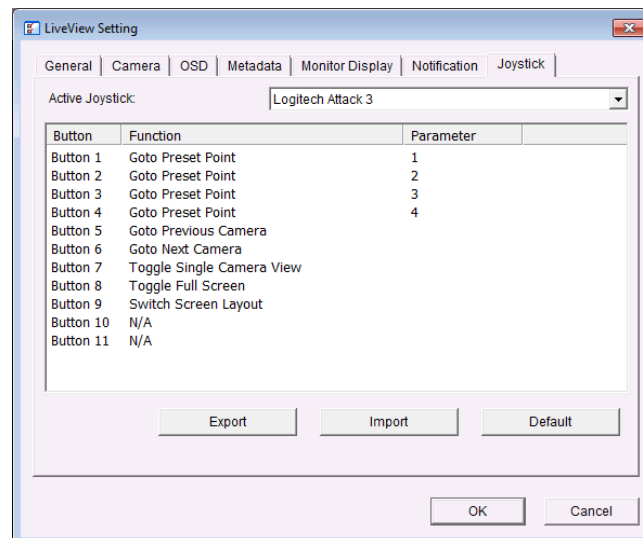
9. Check the box next to **Show recording status** to display the recording status.
10. Check the box next to **Show camera event** to display text regarding a camera event.
11. Check the box next to **Enable playing sound on event** to:
 - o Select the sound file format
 - o Define the Life Cycle for the sound file
12. Check the box next to **Popup system event** to enable dialog warnings when system events are detected.
13. Choose **OK**.



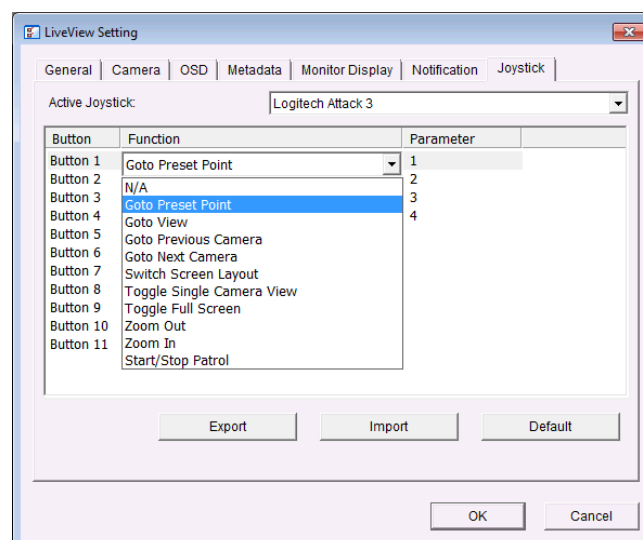
The sound option is heard on the event. The user must configure camera motion, camera I/O and I/O Box as events. See [Event & Action Management](#).

7.1.3.10 Configure joystick control

1. Click **Remote Live Viewer**.
2. Click **General settings**.
3. Click the **Joystick** tab.



- **Function**—Choose the joystick button's function from the drop-down menu.



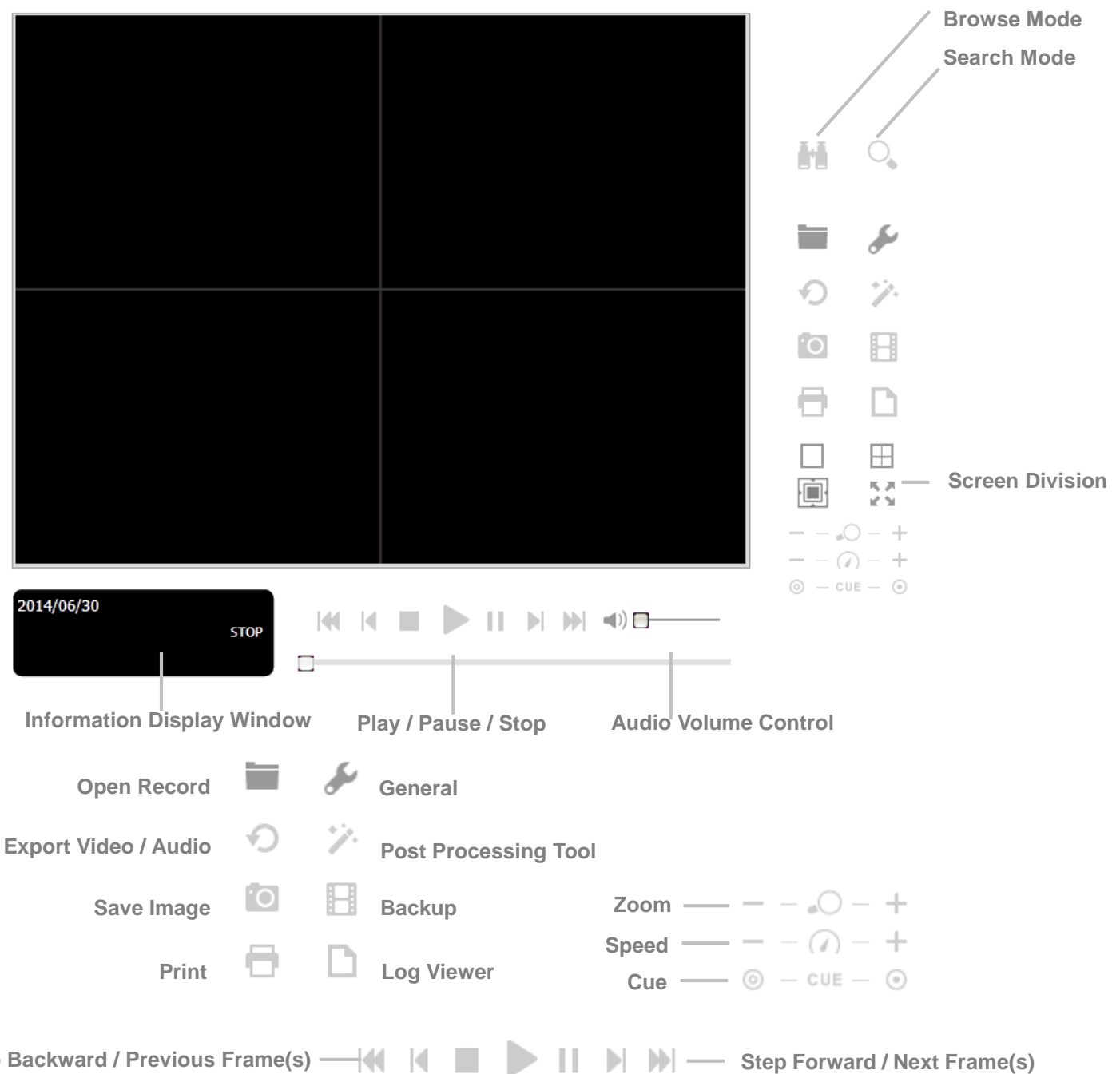
- **Parameter**—Choose the pre-set point from the drop-down menu.
 - **Default**—Return to the default setting.
 - **Import**—Import pre-configured settings.
 - **Export**—Export the current settings.
4. Choose **OK**.

7.2 Playback

Playback is available on the NAS OS and desktop versions of Seagate Surveillance Manager.

7.2.1 Playback interface

Playback



- **Information Display Window:**
 - Date and time
 - Cue-in / Cue-out points
 - Speed
- **Audio Volume Control**—Adjust the volume.
- **Screen Division**—Adjust the sub-screen display by clicking on the desired layout icon. To switch to a single camera display, double click the preferred sub-screen. Double click the screen again to return to the previous layout.
- **Browse Mode**—Play the recorded video while in Search Mode.
- **Open Record**—Click **Open Record** to access the Date-Time Panel. You can select video to play.
- **General settings:**
 - **Record Display**
 - **Calendar View**—View the Record Display Window as a calendar.
 - **List Control**—View the Record Display Window as a list.
 - **Play**
 - **Play when open**—Check this option to automatically play a video when it is opened.
 - **Auto-skip when recording in motion-only mode**—Check this option to automatically skip to the points where motion was detected.
 - **Next interval**—Set the interval for the Next button.
 - **Previous interval**—Set the interval for the Previous button.
 - **Capture Image**
 - **Save in clipboard**—Save the image to the clipboard.
 - **Manually save the image file**—Browse to a location to save the image. You can also name the image file and choose its format.
 - **Automatically save the image file**—Configure a default local path or URL and image format. Images are saved according to the default settings when **Save Image** is selected.

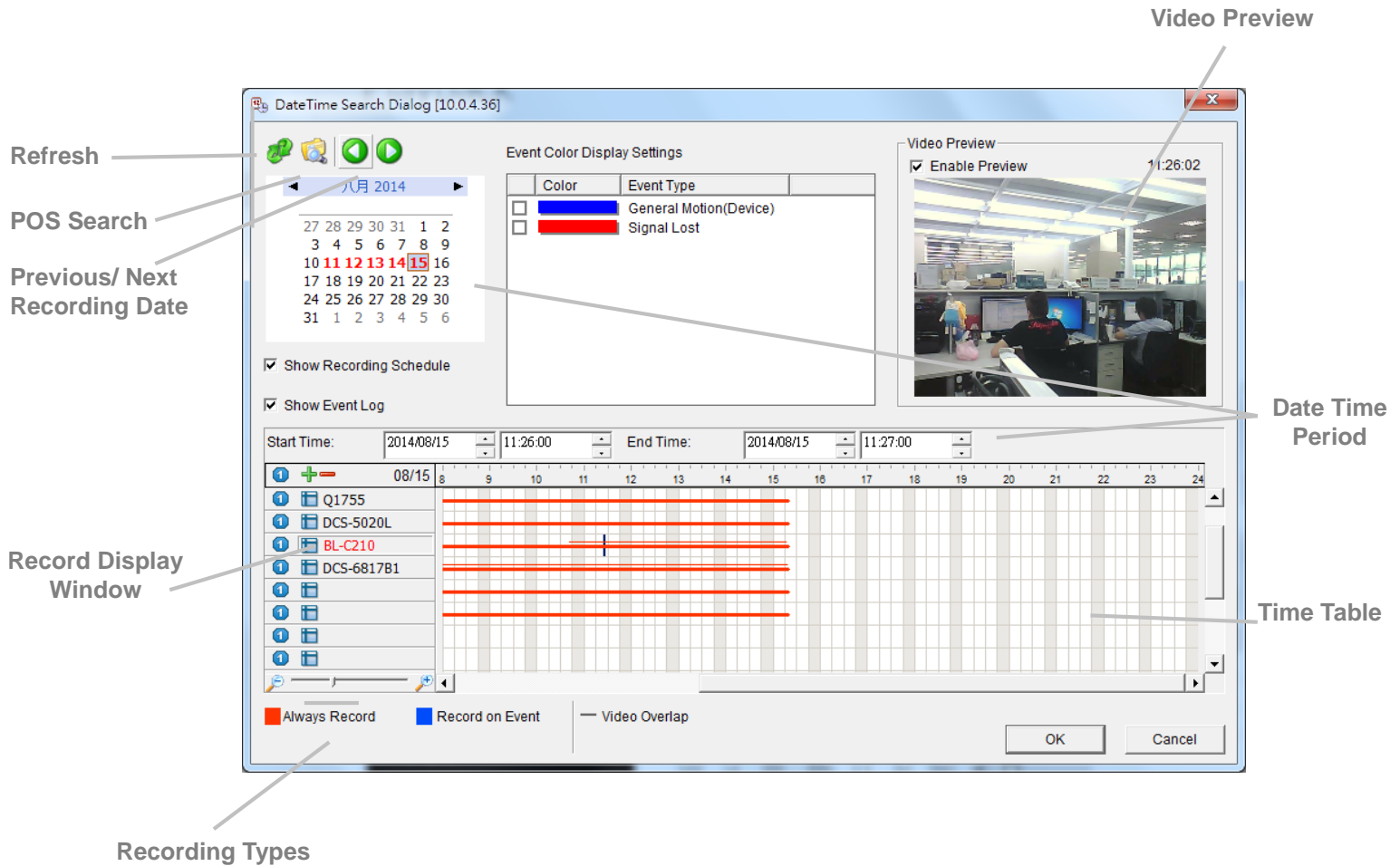
Right click on the camera screen to choose the following functions:





- **Toggle Fullscreen**—View cameras in full screen. Press **Esc** or right click on the full screen to return to the original view.
- **Fix Aspect Ratio**—View the original image.
- **Enable Fisheye PTZ**—Adjust PTZ in PTZ mode.
- **Fisheye Lens Setting**—Choose a lens mode.
 - Original
 - PTZ
 - Quad

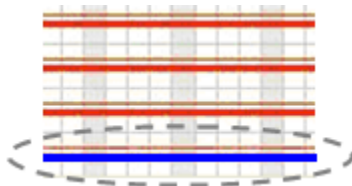
- Perimeter

7.2.1.1 Search video files



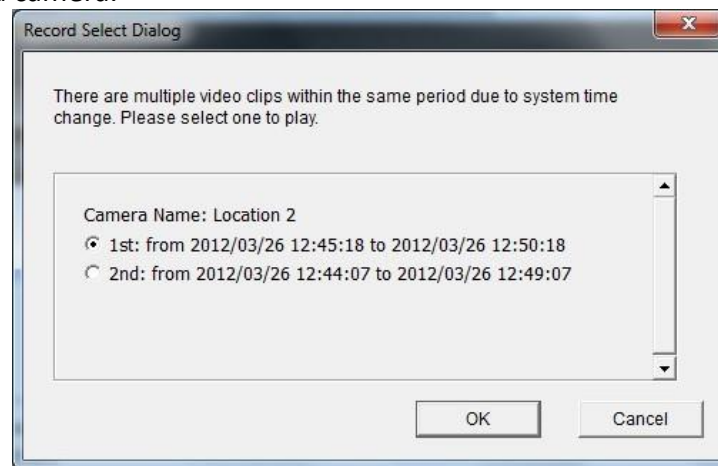
- Choose the **Refresh** icon to reload the Record Display Window.
- Choose the **Previous** or **Next** icons when reviewing recording dates.
- **Record Display Window**—Display the information for recorded video.
- **Date Time Period**—Select the period you want to view from the selected cameras.
- **Video Preview**—Check the **Enable Preview** option to view the selected video.
- **Time Table**—Set the recording schedule. You can select or deselect all channels and use the scale bar to modify the time.
- **Recording Types:**
 - Red line in bold—Always record.
 - Blue line in bold—Record on event.
 - Red thin line—Recording data.
 - Black thin line—There are multiple video clips within the same period. This is due to a time change (e.g. daylight saving time).
- **Show Recording Schedule**—Show the recording schedule in the timetable.
- **Show Event Log**—Show the time of event detection in the timetable. The color of the event type can be defined by preference.

	Color	Event Type
<input type="checkbox"/>		General Motion(Device)
<input type="checkbox"/>		Signal Lost



7.2.1.2 Select a video

1. From the Record Display Window at the top left of the Date Time Panel, select the date you want to search. The red lines on the timetable indicate available video files.
2. Choose the video clip you want to review by left clicking and dragging the time period. Once you have selected a camera, you can use the Start Time and End Time in the Date Time Period Section. You can also modify the scale of the timetable with the icons on the bottom left.
3. If there are multiple videos in the selected time period, you are prompted to choose a camera.



4. Check the **Enable Preview** option to preview the selected video.
5. Click the camera names to increase or decrease the cameras you want to play.
6. Click **OK**.



The Record Display Window can be shown in (a) calendar view or (b) list control view. To modify the settings of the record display window, click **General settings**.

7.2.1.3 Play the video

1. Confirm that you have set the schedule / recording event.
2. Click **Playback**.
3. Click **Open Record**.
4. The Record Display Window shows the video clips. Select the date to search.
5. Choose the video you want to view.
6. Click **OK**.

7.2.2 Intelligent search

You can search for specific events and motion events in a video using the Intelligent Search Tool. Open the video file and click **Search Mode** to access the Intelligent Search Tool. The tool offers five **Alarm Event Types**:

- General Motion
- Foreign Object
- Missing Object
- Focus Lost
- Camera Occlusion

7.2.2.1 General Motion

Detect movement in defined areas. Follow the directions below to search a video.

1. Choose **General Motion** in the Alarm Event Type pull-down menu.
2. Define the area to search by dragging the cursor to draw a detection zone. You can define more than one zone.
3. Modify the **Sensitivity** using its slider. Moving to the right increases the sensitivity, which means a relatively small movement triggers an alarm.
4. Set the motion **Interval** using its slider. Moving to the right increases the time interval, which means that longer movements trigger an alarm.
5. Check **Stop when found** to list all discovered events.
6. Click **Search**.

Smart Search

Alarm Event Type

General Motion

Sensitivity: [Slider]

Interval: [Slider]

Region Definition

☒ Define detection zone

☐ Define object size

All Clear

☒ Draw Region

☐ Stop when found

Search Stop

Search Result Clear

Event Time

7.2.2.2 Foreign Object

Detect foreign objects in defined areas. Follow the directions below to search a video.

1. Choose **Foreign Object** in the Alarm Event Type pull-down menu.
2. Define the area to search by dragging the cursor to draw a detection zone.
3. Modify the **Sensitivity** using its slider. Moving to the right increases the sensitivity, which means a relatively small movement triggers an alarm.
4. Set the motion **Interval** using its slider. Moving to the right increases the time interval, which means that longer movements trigger an alarm.
5. Check **Stop when found** to list all discovered events.
6. Click **Search**.

7.2.2.3 Missing Object

Detect objects that have been removed from defined areas. Follow the directions below to search a video.

1. Choose **Missing Object** in the Alarm Event Type pull-down menu.
2. Define the area to search by dragging the cursor to draw a detection zone.
3. Modify the **Sensitivity** using its slider. Moving to the right increases the sensitivity, which means a relatively small movement triggers an alarm.
4. Set the motion **Interval** using its slider. Moving to the right increases the time interval, which means that longer movements trigger an alarm.
5. Check **Stop when found** to list all discovered events.
6. Click **Search**.

7.2.2.4 Focus Lost

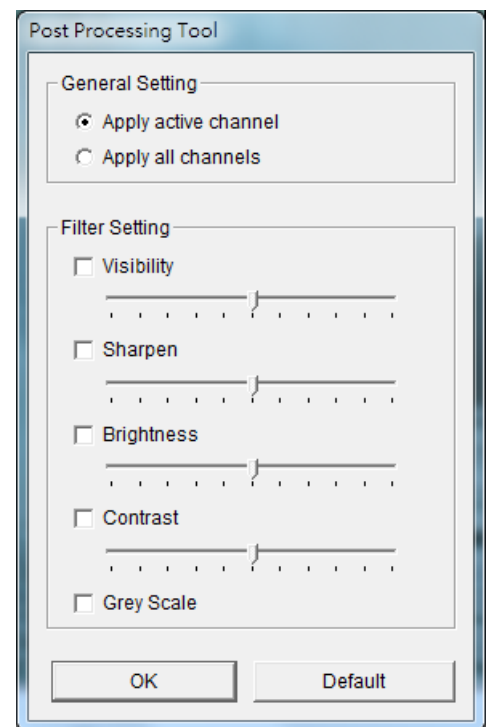
Detect when cameras lose their focus. Choose **Focus Lost** in the Alarm Event Type pull-down to set the parameters and perform a search.

7.2.2.5 Camera Occlusion

Detect when cameras are blocked. Choose **Camera Occlusion** in the Alarm Event Type pull-down to set the parameters and perform a search.

7.2.3 Recorded Video Enhancement

1. Click **Playback**.
2. Click **Open Record**.
3. Click the **Notification** tab.
4. In the Record Display Window, select a date.
5. Choose the video you want to enhance and click **OK**.
6. Click **Enhancement** to enable the Post Processing Tool window.
7. Choose a **General Setting**:
 - **Apply active channel**—The settings only apply to the selected channel.
 - **Apply all channels**—The settings apply to all channels.
8. Choose one or more **Filter Settings**.
 - **Visibility**—Adjust the gamma value of the image. This option can help to clean the image.
 - **Sharpen**—Move the slider to the right to sharpen the image and to the left to soften it.
 - **Brightness**—Move the slider to the right to brighten the image.
 - **Contrast**—Move the slider to the right to increase contrast.
 - **Grey Scale**—Choose Grey Scale to display the image in black and white.
9. Click **OK**

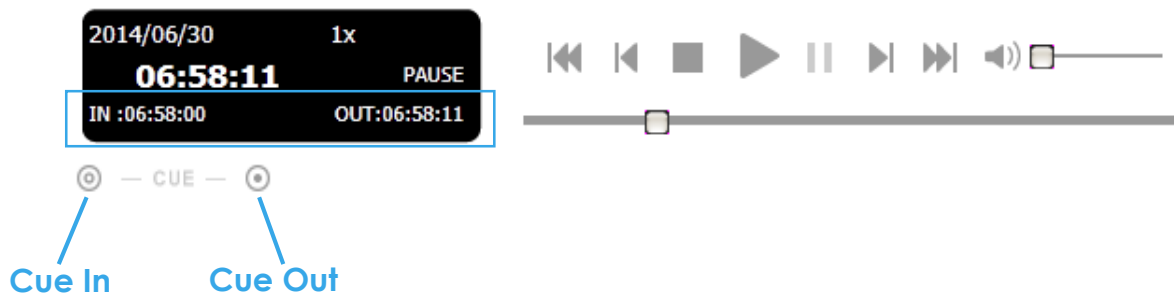


Once the enhancement begins, you can:

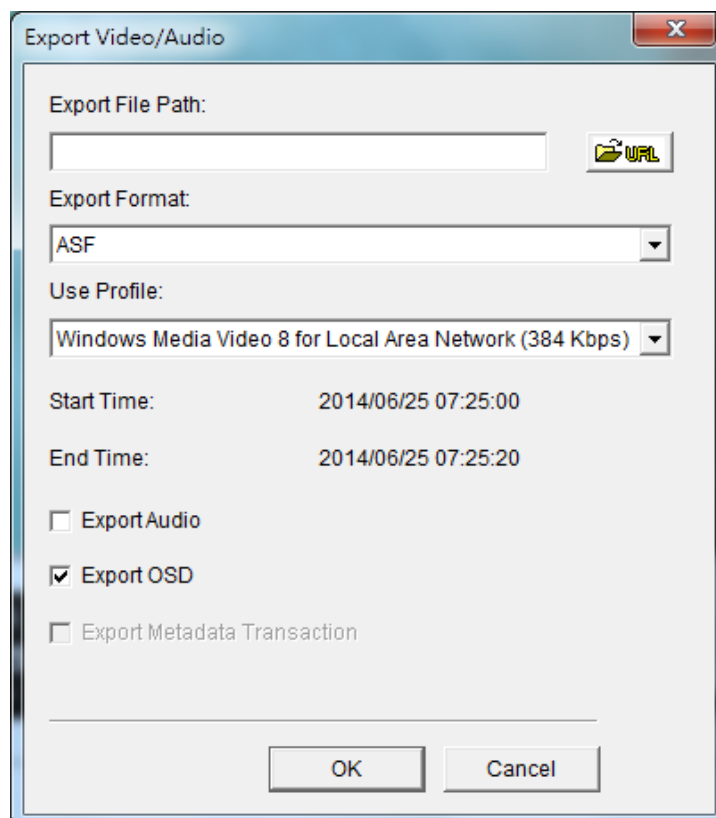
- Stop the enhancement and close the enhancement tool. The settings return to their defaults.
- Manually change the settings to their defaults and set new enhancement parameters.
- Apply the modifications to the settings.

7.2.4 Save a video file

1. Click **Playback**.
2. Click **Open Record**.
3. Select a date.
4. Choose a video and click **OK**.
5. Choose the camera display to save as a video clip.
6. Choose the cue in and cue out points in the information window.



7. Click **Save Video**.



8. Choose a path to save the file.
9. Name the file and click **Save**.
10. Choose the export format.



It is recommended to export using the .asf format. The .avi format increases the frame rate and forces the video to run faster than normal.

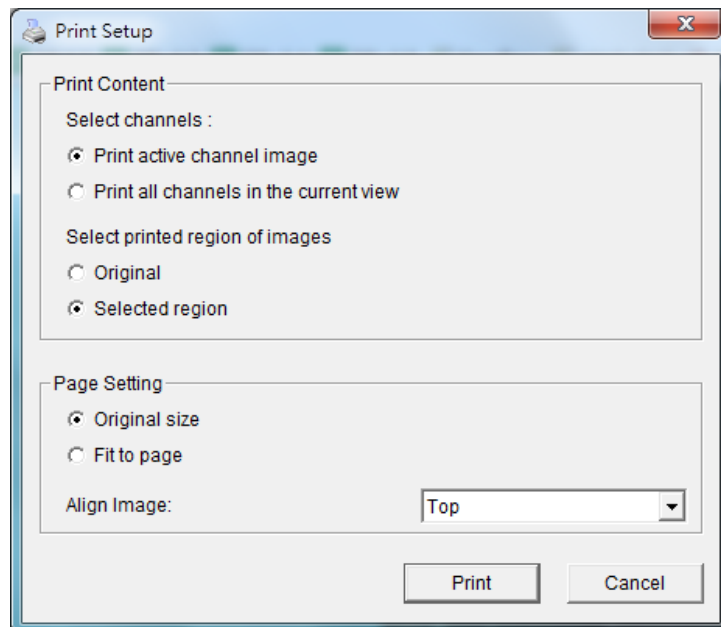
11. Choose the use profile.
12. You can check the option to export the recorded video with its audio and OSD data.
13. Click **OK**.

7.2.5 Save an image in a video

1. Click **Playback**.
2. Click **Open Record**.
3. Select a date.
4. Choose a video and click **OK**.
5. Choose the camera display and review the video.
6. Click **Save Image** when the image appears.
7. Choose a path to save the file.
8. Choose the image format, BMP or JPEG.
9. Name the file and click **Save**.

7.2.6 Print an image in a video

1. Click **Playback**.
2. Click **Open Record**.
3. Select a date.
4. Choose a video and click **OK**.
5. Choose the camera display and review the video.
6. Click **Print** when the image appears.
7. Configure the **Print Setup**:
 - **Print Content**—Print the image from the selected channel or channels.
 - **Page Setting**—Choose **Original Size** or **Fit to page**. Use the pull-down menu to set the image's alignment on the page.



8. Click **Print**.

7.2.7 Back up video files

Backup saves all the video files within a set period of time.

1. Click **Open Record**.
2. Click **Backup**.

Backup Dialog

Date Time Period

Start Time: 2014/06/25 07:25:00

End Time: 2014/06/25 07:25:20

Select Camera(s)

1-16

☒ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8

☐ 9 ☐ 10 ☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16


Calculate Size Select All Deselect All

Media

☐ Backup using CDROM

☐ Backup using DVD

☒ Backup on HardDisk



Option

☐ Backup Event Log

☐ Backup Metadata Transaction

OK Cancel

3. Set the **Start Time** and **End Time**.
4. Select the cameras to back up.
5. Choose a media format and a path to back up the files.
6. Click **OK**. The time to back up files can vary based upon the length of the time period, the amount of recordings and the amount of channels.

Backup Progress

Backup

No.	File Name	Status	Size
1	C:\Users\Miranda\Desktop\123\backup\C00000\09\C00000A2012...	Done	76925KB
2	C:\Users\Miranda\Desktop\123\backup\20120920\C00000.rcd	Done	1KB
3	C:\Users\Miranda\Desktop\123\backup\C00000\09\C00000A2012...	Copying...	
4	C:\Users\Miranda\Desktop\123\backup\C00000\09\C00000A2012...		
5	C:\Users\Miranda\Desktop\123\backup\20120920\record.log		
6	C:\Users\Miranda\Desktop\123\backupEventLog.db		

Pause Cancel

7.3 Playback – Desktop App

7.3.1 Application Control Panel

The desktop app's **Playback System** is similar to the playback panel in NAS OS.



Step Backward / Previous Frame(s) — [Left Arrow] [Double Left Arrow] [Square] [Right Arrow] [Pause] [Double Right Arrow] — Step Forward / Next Frame(s)

7.3.1.1 Add Server

Before using **Playback System**, you must set a connection to a server that manages one or more cameras.

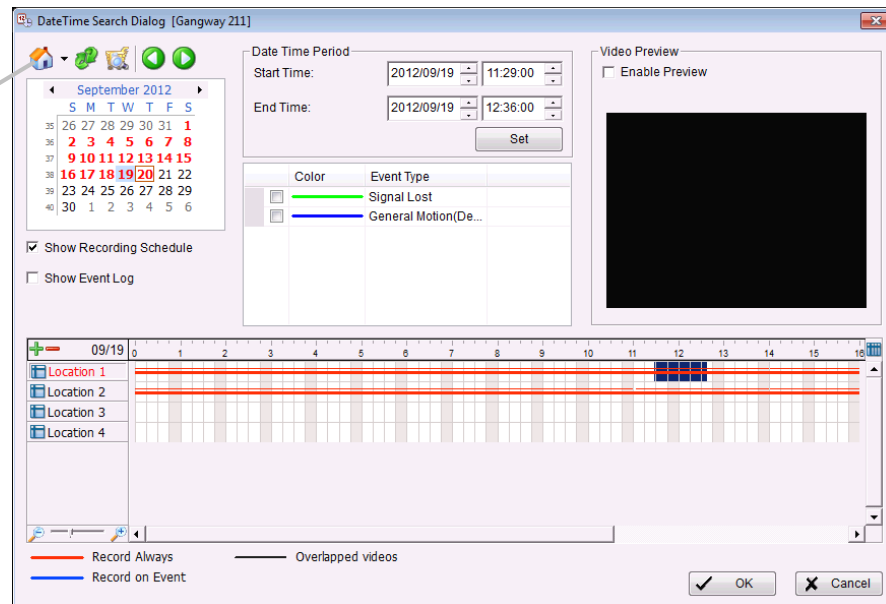
1. Choose **Playback System**.
2. Click **General settings**.
3. Click the **Server** tab.


The screenshot shows a 'Setting' dialog box with three tabs: 'General', 'Server', and 'OSD'. The 'Server' tab is selected. Inside the 'Server' tab, there is a 'Server setting' section with the following fields: 'Server name' (empty), 'Address' (empty), 'Port' (5160), 'Username' (empty), and 'Password' (empty). Below these fields is a 'Save password' checkbox (unchecked) and a 'Test server' button. To the right of the 'Server setting' section is a list box containing one entry: '10.0.8.152 (10.0.8.152)'. At the bottom of the dialog, there are three buttons: 'Add', 'Delete', and 'Update'. In the bottom right corner, there are 'OK' and 'Cancel' buttons.

4. Enter the:
 - **Server name**
 - **IP address**
 - **Port** number (modify the default if necessary)
 - **Username**
 - **Password**
5. Check **Save Password**.
6. Click **Test server** to test the connection between the local application and the remote server.
7. Click **Add** to add the server to the remote server list.
8. Click **OK**.

7.3.1.2 Search video files

Remote Playback Site Management



1. Click **Playback System**.
2. Click **Open Record**.
3. Click the Home  icon on the top left of the Date-Time Panel. The Remote Playback Site Management dialog opens. Choose the server you want to access.
4. Select the recording you want to view in the Time Table.
5. Set the Date Time Period.

The search function in the desktop app's **Playback System** is similar to that of NAS OS. Check [Search the Recorded Video](#) for details.

7.3.1.3 Play video

1. Confirm that you have set the schedule / recording event.
2. Click **Playback System**.
3. Click **General settings** and choose the **Server** tab to set the connection to one or more servers. See [Add Server](#).
4. Click **Open Record**.
5. Select a date. See **Search the Recorded Video** for further information.
6. Select the video you want to review.
7. Select start and end points to adjust the viewing period.
8. Click **OK**.

7.3.2 Intelligent Search

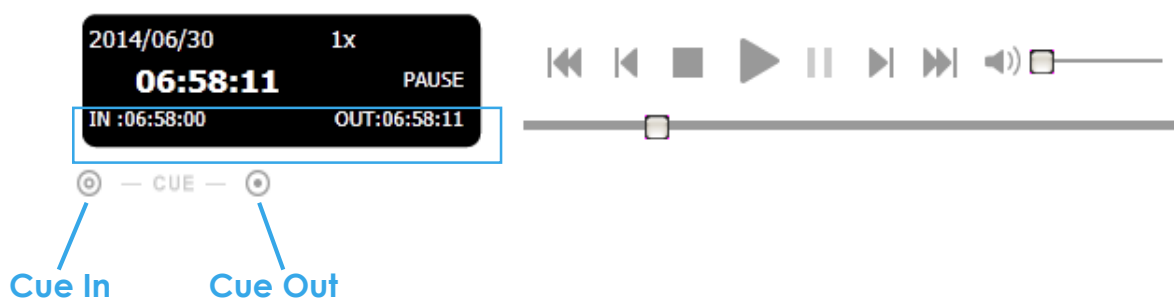
You can search for specific events and motion events in a video using the Intelligent Search Tool. Open the video file and click **Search Mode** to access the Intelligent Search Tool. The tool offers five **Alarm Event Types**:

- General Motion
- Foreign Object
- Missing Object
- Focus Lost
- Camera Occlusion

1. Click **Playback System**.
2. Click **Open Record**.
3. Select a date. See [Search the Recorded Video](#) for further information.
4. Select the video you want to review.
5. Choose a camera display.
6. Click **Search Mode** to open the Intelligent Search Tool panel.
7. See [Intelligent Search](#) for further instructions.

7.3.3 Save video files

1. Click **Playback System**.
2. Click **Open Record**.
3. Select a date. See [Search the Recorded Video](#) for details.
4. Choose a video and click **OK**.
5. Choose the camera display to save as a video clip.
6. Choose the cue in and cue out points in the information window.



7. Click **Save Video**.
8. Choose a path to save the file.
9. Name the file and click **Save**.
10. Choose the export format.
11. Choose the use profile.
12. To include the recorded audio, check **Export Audio**.
13. Click **OK**.

7.3.4 Save an image

1. Click **Playback System**.
2. Click **Open Record**.
3. Select a date. See [Search the Recorded Video](#) for details.
4. Choose a video and click **OK**.
5. Choose the camera display and review the video.
6. Click **Save Image** when the image appears.
7. Choose a path to save the file.
8. Choose the image format, BMP or JPEG.
9. Name the file and click **Save**.

7.3.5 Print an image

1. Click **Playback System**.
2. Click **Open Record**.
3. Select a date.
4. Choose a video and click **OK**.
5. Choose the camera display and review the video.
6. Click **Print** when the image appears.
7. Configure the **Print Setup**:
 - **Print Content**—Print the image from the selected channel or channels.
 - **Page Setting**—Choose **Original Size or Fit to page**. Use the pull-down menu to set the image's alignment on the page.
8. Click **Print**.

7.3.6 Back up video files

Backup saves all the video files within a set period of time.

1. Click **Playback System**.
2. Click **Open Record**.
3. Click **Backup**.
4. Set the **Start Time** and **End Time**.
5. Select the cameras to back up.
6. Choose a media format and a path to back up the files.
7. Click **OK**. The time to back up files can vary based upon the length of the time period, the amount of recordings and the amount of channels

Backup dialog

Date and time period

Start time: 2014/06/28 07:27:00

End time: 2014/06/28 07:28:00

Select cameras

1-16

☒ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8

☐ 9 ☐ 10 ☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16

Calculate size Select all Deselect all

Media

☐ Back up to CD-ROM

☐ Back up using a DVD

☒ Back up to hard drive

C:\Users\Ryan\Desktop\1

Option



☐ Backup event log

OK Cancel

7.3.7 Remote Live Viewer and E-Map

Use E-map to access the Remote Live Viewer. E-Map helps to track live events with instant alerts based upon the user's settings. The arrows and lightening icons in E-map represent cameras and I/O devices. Both icons turn red when the app receives an alert.

E-map has two modes:

-  **Edit Mode:** Add/edit/delete maps and indicators.
-  **Browse Mode:** During live viewing, users can confirm alert hierarchies, the device list, indicators and other settings. However, it is not possible to adjust the E-map settings during the live event.

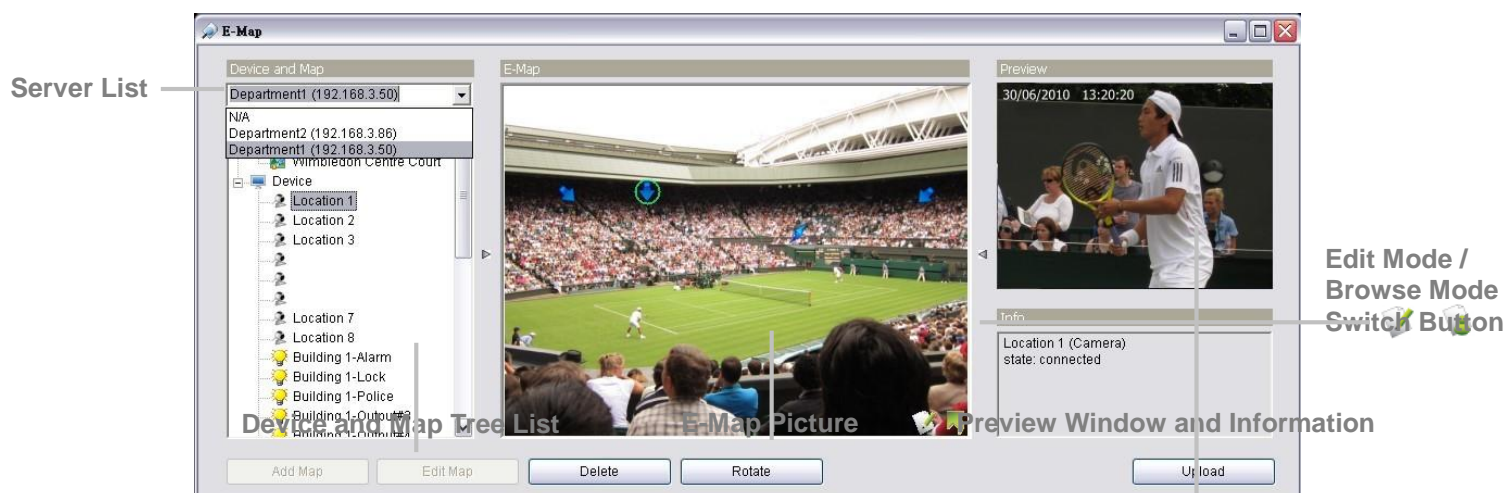
E-map is available in:





- **NAS OS**—It is recommended that users access NAS OS using Internet Explorer.
- **Desktop app**—The desktop app is compatible with Windows.




7.3.8 E-Map - NAS OS app

1. Click **Live**.
2. Click **Start menu** and select **Open E-Map**.

7.3.8.1 E-Map Control Panel



-  **Map**—Select a map.
-  **Camera**—Select a camera to preview video or to mark an indicator on E-map.
-  **Digital Input**—Choose a device to review its status in the Information Window. IP cameras display live video.
-  **Digital Output**—Choose a device to review its status in the Information Window. IP cameras display live video.

-  **Map Indicator**—Click the Map Indicator to review the next map layer. To return to the previous layer, click the back arrow icon (↶).
-  **Camera Indicator**—Shows the cameras dragged from the Device and Map Tree List. Choosing this indicator provides preview video and related information. The Camera Indicator turns red when an event occurs.
-  **Digital I/O Indicator**—Shows the I/O devices dragged from the Device and Map Tree List. Choosing this indicator provides information about the devices. The Digital I/O Indicator turns red when an event occurs.
- **Information Window**—Shows information for each indicator:
 - **Map**—Shows the map name.
 - **Camera**—Shows the camera's name and connection status.
 - **Digital Input**—Shows the Digital Input's name and status (0 or 1).
 - **Digital Output**—Show Digital Output's name and status (0 or 1).

7.3.8.2 Add map

1. Confirm that **Edit Mode** is selected and that all devices are ready.
2. Right click on the Map icon (🗺️) in Device and Map Tree List or click **Add Map**.



3. Select a **Map Image File** and name it.
4. Click **OK**. The new map appears in the Device and Map Tree List.
5. Drag the map indicator (🗺️) to the desired position on the map.
6. Repeat steps 2 through 5 to add more maps.
7. Click **Upload** to enable the settings.



The maximum file size for a map is 500KB. There are 10 layers on a map.

7.3.8.3 Edit map

1. Confirm that **Edit Mode** is selected and that all devices are ready.
2. Right click on the Map icon (🗺️) in Device and Map Tree List, or click **Edit Map**.
3. Adjust the map's settings.
4. Repeat steps 2 and 3 to edit additional maps.
5. Click **Upload** to enable the updated settings.

7.3.8.4 Delete map

1. Confirm that **Edit Mode** is selected and that all devices are ready.
2. Right click on the Map icon (🗺️) in Device and Map Tree List, or click **Delete**.
3. Repeat step 2 to delete additional maps.
4. Click **Upload** to confirm the map removal.

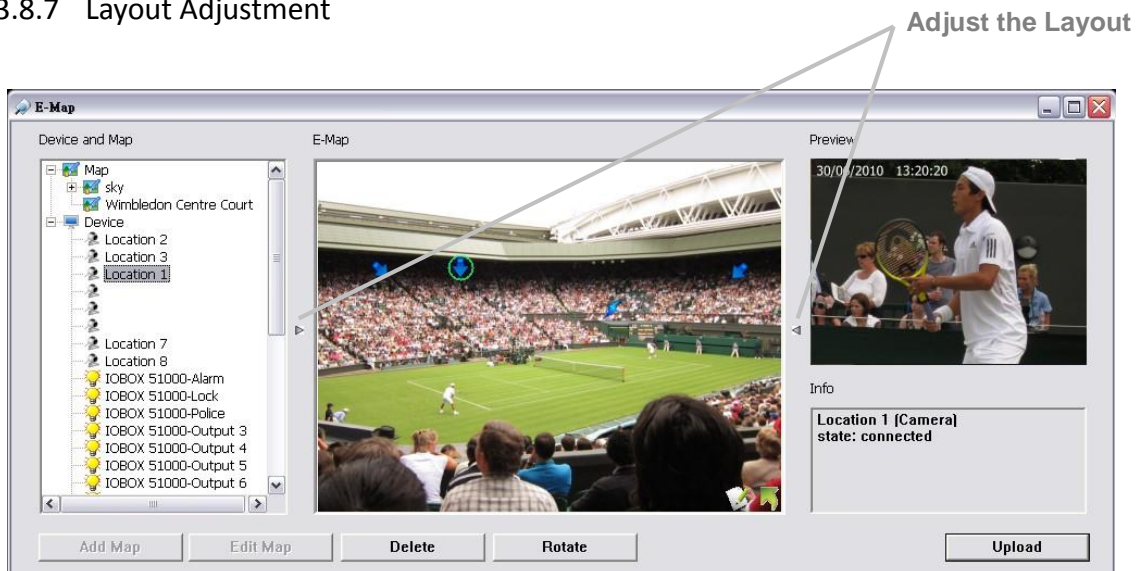
7.3.8.5 Add/Rotate the device indicator

1. Confirm that **Edit Mode** is selected and that all devices are ready.
2. To add a device indicator, select a map.
3. Select a device from the list and drag it to the desired location on the map.
4. Right click on a camera indicator, or click **Rotate** to adjust its direction.
5. Repeat steps 2 and 4 to add more indicators.
6. Click **Upload** to confirm the settings.

7.3.8.6 Delete the device indicator

1. Confirm that **Edit Mode** is selected and that all devices are ready.
2. Right click on the indicator, or click **Delete**.
3. Repeat step 2 to delete additional indicators.
4. Click **Upload** to confirm the settings.

7.3.8.7 Layout Adjustment



► ◀ **Adjust the Layout**—Click the triangle to hide or reveal the Device and Map Tree List / Preview and Information Window.

☐ **Maximize the Map**—Click the square icon on the upper right to enter full screen.

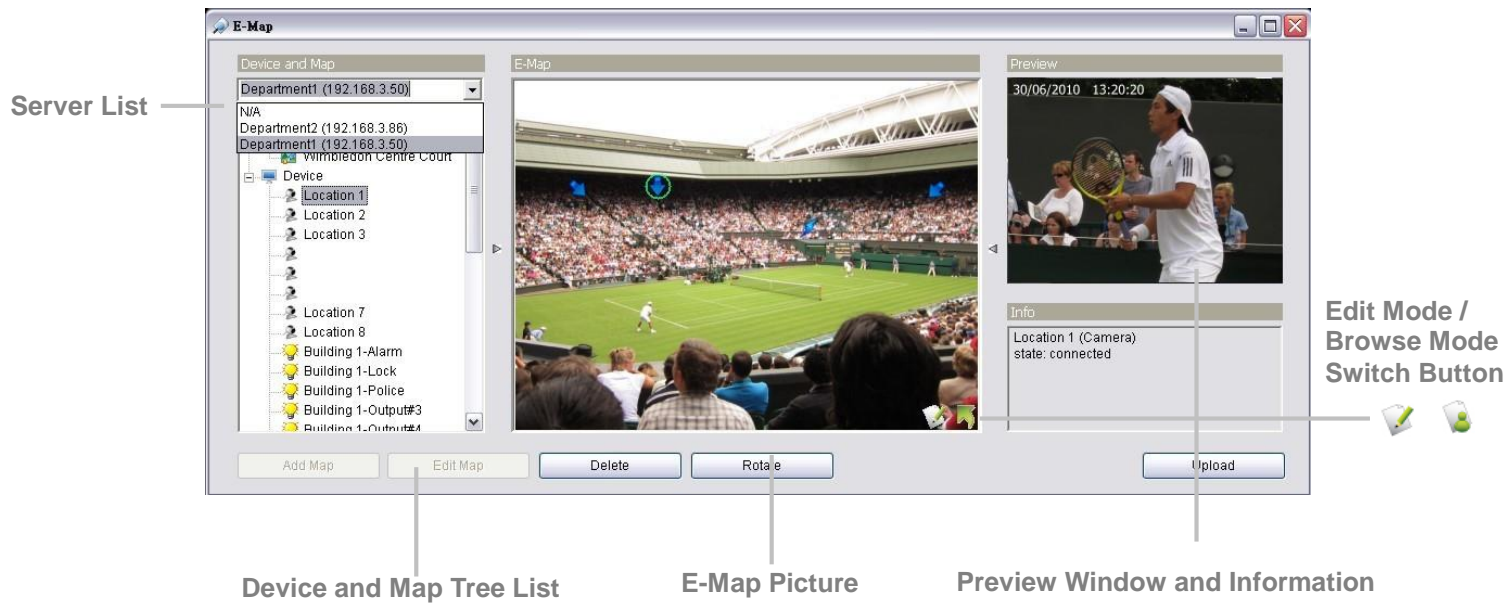
7.3.8.8 Relative configuration and application

E-Map alerts and dialog windows appear when events occur. See [Notification](#) for details on alerts.

7.3.9 E-Map – Desktop app

1. Click **Remote Live Viewer**.
2. Click **Start menu**.
3. Click **Open E-Map**.

7.3.9.1 E-Map Control Panel



Server List—Select a server to display its E-map settings.

E-Map for the desktop app is similar to the NAS OS app. See [E-Map - NAS OS app](#) for instructions.

8 Camera

8.1 Settings: Add IP camera

Add cameras connected to the local network using:

- UPnP (cameras must support UPnP)
- The camera search tool

8.1.1 Add cameras by searching the local network

1. Click **Settings**.
2. Click the **Camera search** tab.
3. Click **Search**.

Camera settings



Camera settings

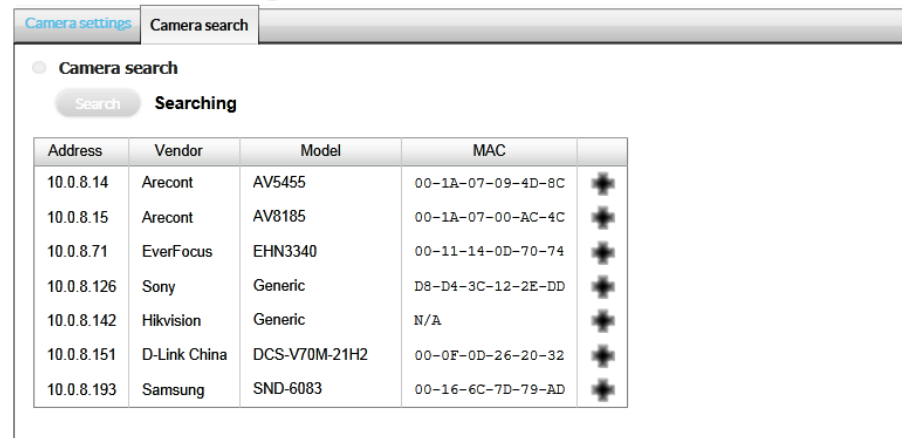
Camera settings Camera search

☐ Camera search

Search

4. The tab displays a list of cameras found on the network. Cameras that have been added to a server are shown in blue. Click the + icon to add a camera.

Camera settings



Camera settings

Camera settings Camera search

☐ Camera search

Search Searching

Address	Vendor	Model	MAC	
10.0.8.14	Arecont	AV5455	00-1A-07-09-4D-8C	+
10.0.8.15	Arecont	AV8185	00-1A-07-00-AC-4C	+
10.0.8.71	EverFocus	EHN3340	00-11-14-0D-70-74	+
10.0.8.126	Sony	Generic	D8-D4-3C-12-2E-DD	+
10.0.8.142	Hikvision	Generic	N/A	+
10.0.8.151	D-Link China	DCS-V70M-21H2	00-0F-0D-26-20-32	+
10.0.8.193	Samsung	SND-6083	00-16-6C-7D-79-AD	+

5. Enter the:
 - Camera's name
 - Administrator's username
 - Password.

Camera settings

Add IP camera

Camera name			
Address	10.0.8.14	Port	80
Administrator name		Password	
Add to channel	1	Protocol	TCP
Vendor	Arecont	Model	AV5455

Add **Cancel**

Camera settings

Channel	Camera name	Address	Vendor	Model
1	Camera 01	10.0.8.110	Arecont	AV5105



Administrator privileges are recommended when creating a camera's credentials.

6. Click **Add**.

Camera settings

Camera settings **Camera search**

Camera settings

Camera 1

Camera name	Camera 01		
Address	10.0.8.14	Port	80
Administrator name	admin	Password	•••••
Video channel	1	Protocol	<input checked="" type="radio"/> TCP <input type="radio"/> UDP <input type="radio"/> HTTP
Vendor	Arecont	Model	AV5455

Save **Reset** **Clear** **Auto detection**

Camera list

No.	Camera name	Address	Port	Vendor	Model
1	Camera 01	10.0.8.14	80	Arecont	AV5455

8.1.2 Add cameras manually

1. Click **Settings**.
2. Click the **Camera settings** tab.
3. From the camera list, choose the channel you want to add and enter the:

Camera settings

Camera settings **Camera search**

Camera settings

Camera 1

Camera name					
Address		Port	80		
Administrator name		Password			
Video channel			Protocol	<input type="radio"/> TCP <input type="radio"/> UDP <input checked="" type="radio"/> HTTP	
Vendor	-- none --		Model	-- none --	

Camera list

No.	Camera name	Address	Port	Vendor	Model
1			80	-- none --	-- none --

- **Camera name**—The camera's name.
- **Address**—The camera's IP address.
- **Port**—The camera's transmission port (if it is different than the default).
- **Administrator Name**—The name used to log in to the camera.
- **Password**—Login password.
- **Video channel**—Select the number of analog cameras supported by one video server, or select the number of IP cameras possessing multiple lenses/channels.
- **Protocol**: Data transmission protocol.
- **Vendor**: Camera vendor name.
- **Model**: Camera model name.



Administrator privileges are recommended when creating a camera's credentials.

4. Click one of the following:
 - **Save**: Save the camera's settings.
 - **Reset**: Return to the camera's previous settings.
 - **Clear**: Return the camera's settings to their default values.
 - **Auto detection**: After entering the IP address, port, username, and password, click **Auto detection** to add camera data including: Channel; Protocol; Vendor; and Model.

8.1.3 **Modify camera information or replace a camera**

1. Click **Settings**.
2. Click the **Camera settings** tab
3. Select the camera you want to modify or replace.
4. Edit the settings and click **Save**.

8.2 Video: Modify the video quality

8.2.1 Modify the camera's parameters

A stream profile is required for mobile clients and live stream displays with lower frames per second (FPS).

1. Click **Video**.
2. Click the **Camera parameter** tab and select the camera you want to modify.
3. You can edit the following settings:

Camera parameters

Camera parameters

Lens settings

● Camera parameters

Camera 1			
Camera name			
Camera 01			
Multi-stream settings			
<input type="radio"/> Enable (customize) <input checked="" type="radio"/> Enable (auto) <input type="radio"/> Disable			
Stream	Stream 1 (Main)	Stream 2	Stream 3
Video format	H.264	H.264	H.264
Frame rate	24	0.5~15	0.1~3
Resolution	full	half	half
Quality / Bit Rate	8192	Low profile	Minimum profile
Audio	<input type="checkbox"/> Enable		

Save

Reset

● Camera list

Channel	Camera name	Address	Vendor	Model	Original web
1	Camera 01	10.0.8.14	Arecont	AV5455	Go to the web

- **Camera name**—The camera's name
 - **Multi-stream settings**—Enable/Disable multi-stream.
 - **Stream**—Supports up to three streams.
 - **Video format**—Choose a video format.
 - **Frame rate**—Select the frame rate.
 - **Resolution**—Select the resolution.
 - **Quality/Bit Rate**—Select the image quality.
 - **Audio**—Check the box next to **Enable** to record audio.
4. Click **Save**.

8.2.2 Configure the lens settings

1. Click **Video**.
2. Click the **Lens settings** tab and select the camera you want to modify.
3. You can edit the following settings:

Camera parameters

Camera parameters

Lens settings

Lens settings

Camera name

Camera 01

Lens

☐ Enable

Lens Type

ImmerVision IMV1-1/3 ▾

Camera position

-- none -- ▾

Save

Camera list

No.	Camera name	Lens	Camera position
1	Camera 01	Disable	-- none --

- **Camera Name**—The name of the camera.
- **Lens**—Enable or disable the lens.
- **Lens Type**—Use the pull-down menu to choose one of the following: Generic Dewarp; ImmerVision; or Vivotek (FE8171V). Generic Dewarp is performed by the app and is suitable for most fisheye cameras.
- **Camera position**: Use the pull-down menu to select the camera's position.

4. Click **Save**.



Configure the lens settings when the lens is properly installed on the camera. If the lens is not installed, a warning message appears regarding access to the Live View page.

8.3 Status

8.3.1 View the camera's status

1. Click **Status**.
2. Click the **Camera status** tab.

Camera status

Camera status

Details

Camera status

No.	Name	Address	Connection status	Recording status	Frame rate	Bit rate
1	Camera 01	10.0.8.15			5.2 fps	170.0 Kbps 170.0 Kbps

Estimated remaining recording time: 1872 days 18 hours

If the total bit rate reaches **red**, the system load is too heavy

Last update at 2014年6月26日 下午 01:49:52

- **Connection status**—Click **Connect / Disconnect** to change the connection status.

	Status	Icon
Connection Status	Connected	
Connection Status	Disconnected	
Connection Status	Connecting	
Connection Button	Connected: Normal	
	Connected: Over	
Connection Button	Disconnected: Normal	
	Disconnected: Over	

- **Recording status**—The camera's recording schedule.

	Status	Icon
Recording Status	No Recording	
Recording Status	Always Recording – Recording	
Recording Status	Always Recording – Stopped	
Recording Status	Schedule Recording – Recording	
Recording Status	Schedule Recording – Stopped	

- **Frame rate**—The camera's frame rate.
- **Bit rate**—The camera's bit rate.
- **Estimated remaining recording time**—Estimated remaining recording time. The time is determined by dividing the free capacity by the total dynamic bit rate.

8.3.2 View camera status details

1. Click **Status**.
2. Click the **Details** tab.

Camera status

Camera status

Details

Camera status

No.	Name	Stream 1	Stream 2	Stream 3	Total bit rate
1	Camera 01	199.5 Kbps	0.0 Kbps	0.0 Kbps	199.5 Kbps
					199.5 Kbps

If the total bit rate reaches red, the system load is too heavy

Last update at 2014年6月26日 下午 01:49:34

- **Stream 1**—The bit rate for Stream 2.
- **Stream 2**—The bit rate for Stream 3
- **Stream 3**—The bit rate for Stream 3
- **Total Bit Rate**—The camera's total bit rate.



If the total bit rate is red, the load placed upon the NAS's CPU is too heavy.

9 Recording

9.1 Schedule

9.1.1 Recording mode setup

1. Click **Schedule**.
2. Click the **Recording mode** tab.
3. You can choose among the following settings:

Recording settings

Recording mode	
Recording schedule	
Recording mode	
Recording mode	<input checked="" type="radio"/> No recording
	<input type="radio"/> Record by schedule
	<input type="radio"/> Always record
	<input type="checkbox"/> All <input type="checkbox"/> Camera 1
Automatic recycle	<input checked="" type="checkbox"/> Recycle when the storage space is less than <input type="text" value="10"/> %
Keep video	<input type="checkbox"/> Keep video <input type="text" value="7"/> Days
<div>Save Reset</div>	

- **No recording**—Turn off the recording.
- **Record by schedule**—The camera records according to a schedule.
- **Always record**—Turn on record immediately.
- **Automatic recycle**—Check this box to enable automatic recycle. Use automatic recycle to remove the oldest video files when storage space is low. It is highly recommended to enable automatic recycling when storage space is less than 10%.
- **Keep video**—Set the amount of days that video files will be kept on the storage.



When both Automatic recycle and Keep video are selected, the app prioritizes Automatic recycle.

9.1.2 Recording Schedule / Event Setup

1. Click **Schedule**.
2. Click the **Recording schedule** tab.
3. Select:
 - **Day**—Record daily at the same time.
 - **Week**—Record daily at different times.
4. Click a camera.
5. You can choose among the following settings:

Recording settings

Recording mode

Recording schedule

Recording schedule

Day

Week

Camera list

Cmaera 01

Schedule

00 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24

Cam1

00 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24

Insert

Delete

Configure

Copy

Start time	End time	Record	Audio
00:00	06:00	Event	Enable
12:00	18:00	Always	Disable

Save

Reset

Enable the motion detection function on the camera web before setting record on motion.

- **Insert**—Add new schedules.
- **Delete**—Delete the selected schedule.
- **Configure**—Modify the schedule and settings.
- **Copy**—Copy the schedule to other channels.

Copy day schedule

Apply the day schedule to other channels

☐ channel 1

select: all none

OK

Cancel

Copy week schedule

Copy the current schedule

☒ Apply the week schedule to other weeks

☐ Sunday
 ☐ Monday
 ☐ Tuesday
 ☐ Wednesday
 ☐ Thursday
 ☐ Friday
 ☐ Saturday

☐ Apply the week schedule to other channels

☐ channel 1

select: all none

OK

Cancel

63

6. The default recording schedule is from 00:00 to 24:00. To modify the time slot, click **Configure**.

Schedule configuration

Time

Start time: 00:00

End time: 24:00

Pre-record 15 Sec. (Max.: 180 Min.: 3)

Post-record 15 Sec. (Max.: 180 Min.: 3)

Audio

☒ Enable audio

Mode

☒ Always record

☐ Record on event

Motion

☐ Motion on Camera 01

OK Cancel

7. Choose the recording mode:

Schedule configuration

Time

Start time: 00:00

End time: 24:00

Pre-record 15 Sec. (Max.: 180 Min.: 3)

Post-record 15 Sec. (Max.: 180 Min.: 3)

Audio

☒ Enable audio

Mode

☒ Always record

☐ Record on event

Motion

☐ Motion on Camera 01

OK Cancel

- **Always record**—Capture video all the time.
- **Record on event**—Record when events are triggered. The event can be triggered by Motion or Digital input.



Motion must be configured as an event before selecting it here.

Recording settings

Recording mode | **Recording schedule**

Recording schedule

Camera list	Schedule
<input checked="" type="radio"/> Day <input type="radio"/> Week Camera list Camera 01	<div> <div>00 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24</div> <div>Cam1</div> <div>00 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24</div> <div> <div>Insert</div> <div>Delete</div> <div>Configure</div> <div>Copy</div> </div> <div> <div>Start time</div> <div>End time</div> <div>Record</div> <div>Audio</div> </div> <div> <div>00:00</div> <div>07:30</div> <div>Always</div> <div>Enable</div> </div> </div>

Enable the motion detection function on the camera web before setting record on motion.

8. Click **Save**.



When changing a camera's motion detection settings, make sure to disconnect it first. Reconnect it once the settings have been adjusted.



When setting an event, Motion or Digital inputs can be triggered from other cameras. For example, a camera can be set to begin recording when motion or a digital input occurs on other cameras or I/O Boxes.



You can drag the time bar to set a camera's schedule.

Recording settings

Recording mode | **Recording schedule**

Recording schedule

Camera list	Schedule
<input checked="" type="radio"/> Day <input type="radio"/> Week Camera list Camera 01	<div> <div>00 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24</div> <div>Cam1</div> <div>00 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24</div> <div> <div>Insert</div> <div>Delete</div> <div>Configure</div> <div>Copy</div> </div> <div> <div>Start time</div> <div>End time</div> <div>Record</div> <div>Audio</div> </div> <div> <div>00:00</div> <div>07:30</div> <div>Always</div> <div>Enable</div> </div> </div>

Enable the motion detection function on the camera web before setting record on motion.

Recording mode

Recording schedule

Recording schedule

Camera list

Day

Week

Camera list

Camera 01

Schedule

00 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24

Cam1

Save

Reset

Enable the motion detection function on the camera web before setting record on motion.

9.2 Events

9.2.1 Set up Event & Action

1. Click **Events**.
2. Click **Event & Action**.
3. Choose the camera and then select one of the events. The event list shows events supported by the camera:

Event & Action management

Event & Action

Event & Action

Camera list

Configure

Camera 1

- ☐ Connection lost
- ☒ Camera motion
- ☐ Input#0
- ☐ Input#1
- ☐ Input#2
- ☐ Input#3

System

Event & Action

Add Delete Configure

Action	Options
--------	---------

Save Reset

Before setting *Motion from Camera*, enable the motion detection function on the camera's web interface.

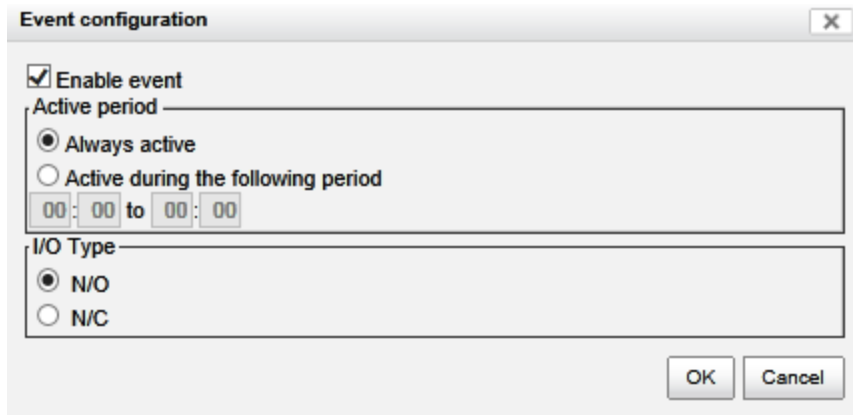
Users must sign in using mobile clients to start the push notification services. If the user changes the password, he must sign in with the new password to start the service again.

- **Connection lost**—The connection between the camera and the NAS is lost.
- **Camera motion**—Motion is detected.
- **Input**—Any external input.



Before choosing Camera motion, make certain to configure the camera's motion detection settings. The event log lists motion only if it is selected on this page.

4. Click **Configure** to enable the event and open the **Event configuration** window. You can choose among the following settings:



Event configuration

☒ **Enable event**

Active period

☒ Always active

☐ Active during the following period

00:00 to 00:00

I/O Type

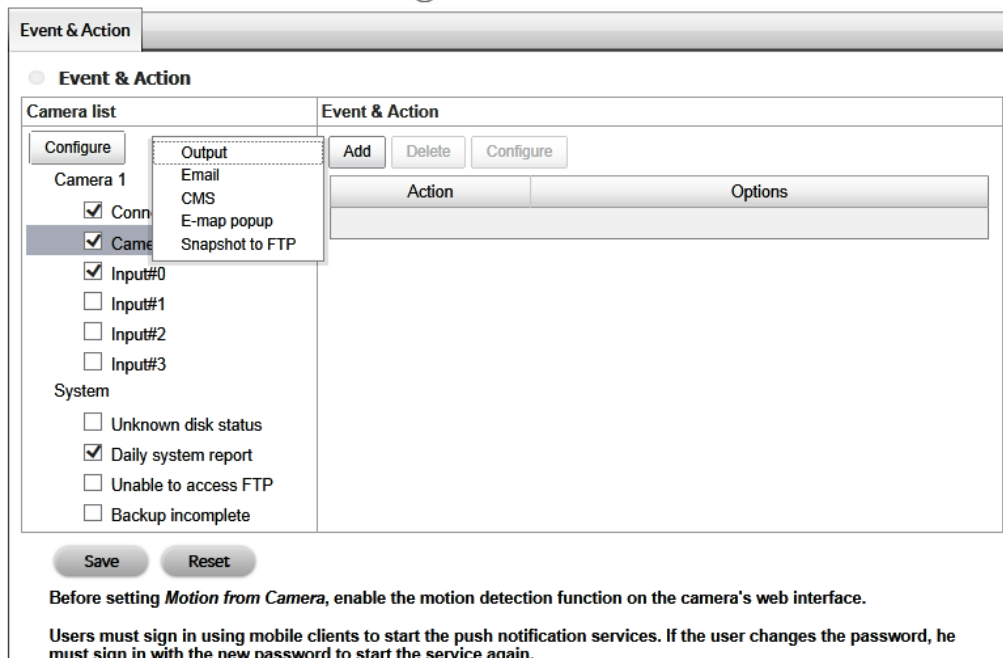
☒ N/O

☐ N/C

OK Cancel

- **Always active**—The selected event is always active.
 - **Active during the following period**—The selected event is only active during a designated time. Enter the period using a 24-hour clock (e.g. 09:00 to 18:00).
 - **I/O Type**—N/O means normal open and N/C means normal close.
5. Click **OK**.
 6. Click **Add** to configure an action for the event. You can choose among the following settings:

Event & Action management



Event & Action

Event & Action

Camera list

Configure

Camera 1

☒ Conn

☒ Came

☒ Input#0

☐ Input#1

☐ Input#2

☐ Input#3

System

☐ Unknown disk status

☒ Daily system report

☐ Unable to access FTP

☐ Backup incomplete

Output

Email

CMS

E-map popup

Snapshot to FTP

Event & Action

Add Delete Configure

Action	Options

Save Reset

Before setting *Motion from Camera*, enable the motion detection function on the camera's web interface.

Users must sign in using mobile clients to start the push notification services. If the user changes the password, he must sign in with the new password to start the service again.

- **Output**—When an event occurs, the app sends an output signal to other connected devices.
- **Email**—When an event occurs, the app sends email notifications and a snapshot. Make sure to add email addresses.
- **CMS**—When an event occurs, the app sends a signal and a snapshot to the CMS. You must configure the CMS to use this option.

- **E-map popup**—When an event occurs, the app triggers an E-map dialog window with an applicable event indicator.
 - **Snapshot to FTP**—When an event occurs, the app uploads snapshots to an assigned FTP server.
7. To modify an action, click it and then click **Configure**.
 8. Click **Save** to confirm the settings.



After selecting camera events, the event information displays when it is triggered.

9.2.2 Set up I/O box input actions

1. Click **Events**.
2. Click **Event & Action**.
3. Select an I/O Box input from the list.
4. Click **Add** to set up an action for the event.
5. To modify the action, click on it and then click **Configure**. You can choose among the following settings:

Event & Action management

Event & Action

● **Event & Action**

Camera list	Event & Action				
<p>Configure</p> <p>Camera 1</p> <p><input type="checkbox"/> Conn</p> <p><input type="checkbox"/> Camera motion</p> <p><input checked="" type="checkbox"/> Input#0</p> <p><input type="checkbox"/> Input#1</p> <p><input type="checkbox"/> Input#2</p> <p><input type="checkbox"/> Input#3</p> <p>System</p> <p><input type="checkbox"/> Unknown disk status</p> <p><input type="checkbox"/> Daily system report</p> <p><input type="checkbox"/> Unable to access FTP</p> <p><input type="checkbox"/> Backup incomplete</p>	<p>Event & Action</p> <p>Add Delete Configure</p> <table border="1"> <thead> <tr> <th>Action</th> <th>Options</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> </tbody> </table>	Action	Options		
Action	Options				

Save **Reset**

Before setting *Motion from Camera*, enable the motion detection function on the camera's web interface.

Users must sign in using mobile clients to start the push notification services. If the user changes the password, he must sign in with the new password to start the service again.

- **Output**—When an event occurs, the app sends an output signal to other connected devices.
- **Email**—When an event occurs, the app sends email notifications and a snapshot. Make sure to add email addresses.
- **CMS**— When an event occurs, the app sends a signal and a snapshot to the CMS. You must configure the CMS to use this option.
- **E-map popup**—When an event occurs, the app triggers an E-map dialog window with an applicable event indicator.

- **Show on Camera**—When an event occurs, the system shows an alert message on the selected cameras.



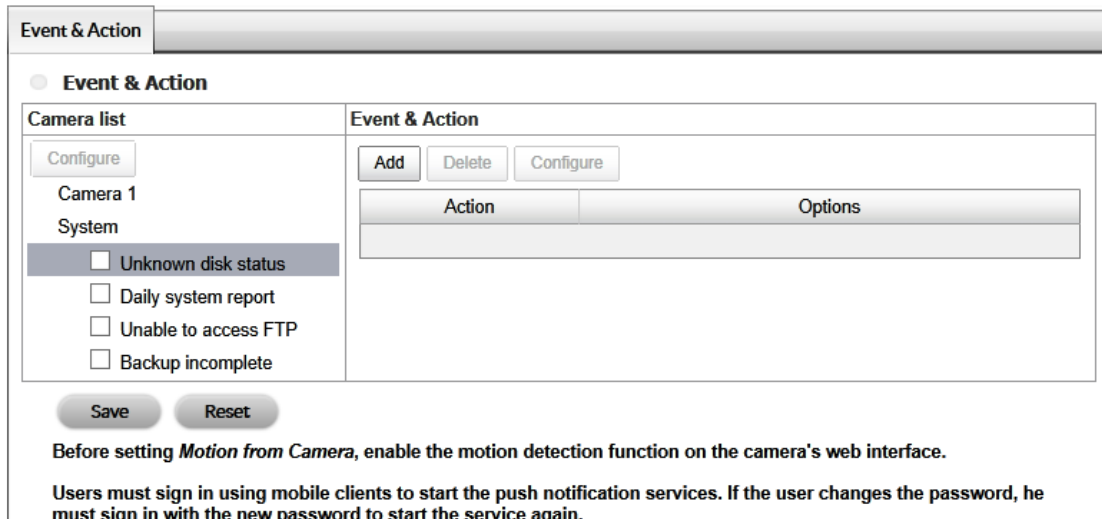
A dialog box titled "Show Notification on Camera" with a light gray background. It contains eight checkboxes arranged in two rows of four. The first row contains "Camera 1", "Camera 2", "Camera 3", and "Camera 4". The second row contains "Camera 5", "Camera 6", "Camera 7", and "Camera 8". In the bottom right corner, there are two buttons: "Ok" and "Cancel".

6. Click **Save**.

9.2.3 Set up system Event & Action

1. Click **Events**.
2. Click **Event & Action**.
3. Click **System** to reveal the list of system events. You can choose among the following settings:

Event & Action management



The "Event & Action" management interface. At the top is a tab labeled "Event & Action". Below it is a section titled "Event & Action" with a radio button. To the left is a "Camera list" section with a "Configure" button and a list of cameras: "Camera 1" and "System". Under "System", there are four checkboxes: "Unknown disk status" (checked), "Daily system report", "Unable to access FTP", and "Backup incomplete". To the right is an "Event & Action" table with columns "Action" and "Options". Above the table are buttons for "Add", "Delete", and "Configure". Below the table are "Save" and "Reset" buttons. At the bottom, there is a note: "Before setting *Motion from Camera*, enable the motion detection function on the camera's web interface." and another note: "Users must sign in using mobile clients to start the push notification services. If the user changes the password, he must sign in with the new password to start the service again."

- **Unknown disk status**—An action is triggered when there is insufficient storage space or if the storage cannot be accessed.
 - **Daily system report**—Email updates inform the administrator of the storage capacity and the hard drives' status.
 - **Unable to access FTP**—An action is triggered when the connection between the NAS and the FTP server is lost.
 - **Backup incomplete**—An email is sent to the administrator if one or more backups are incomplete.
4. Click **Add** to set up the actions for the event. Follow the steps in [Set up Event & Action](#).
 5. Click **Save**.

9.3 Notifications

9.3.1 Add event contacts

1. Click **Notifications**.
2. Click the **Contacts** tab. You can choose among the following settings:

Email

Contacts

SMTP server

☐ **Contact**

Name

Email

Add contact

Name	Email	Delete

Save

Reset

- **Add contact**—Click to add a new contact.
 - **Reset**—Click to return to the previously saved contact list.
 - **Save**—Save updated settings.
3. Enter a new contact's name in the applicable field.
 4. Enter the contact's email address.
 5. Click **Add contact**.
 6. Click **Save**.

9.3.2 Edit the SMTP server

1. Click **Notifications**.
2. Click the **SMTP server** tab. Review the settings below:

Email

Contacts		SMTP server	
● SMTP server			
Server address	<input type="text"/>	Port	<input type="text" value="25"/> <input type="checkbox"/> use SSL
Sender	<input type="text"/>		
Subject	<input type="text"/>		
Body	<div><div></div><div>↑</div><div>↓</div></div>		
SMTP authentication	<input type="checkbox"/>		
Username	<input type="text"/>	Password	<input type="text"/>
<input type="button" value="Save"/> <input type="button" value="Reset"/>		<input type="button" value="Send test email"/>	

- **Server address:** Simple Mail Transport Protocol (SMTP) server's IP address
 - **Port:** SMTP port (modify if different than the default)
 - **Sender:** Sender's name
 - **Subject:** Email subject
 - **Body:** Email content
 - **SMTP authentication:** Before sending an email, enter the **Username** and **Password** for SMTP authentication.
3. Click **Send test mail**. Confirm that the email arrived.
 4. Click **Save**.

10 Settings

10.1 FTP

10.1.1 Set up backups to an FTP server

1. Click **FTP**.
2. Enter the FTP server information. The folder format is “Folder Name”, “FolderName/SubFolderName”, etc.

FTP settings

FTP settings	
● FTP settings	
FTP site	<input type="text" value="sgtw.myqnapcloud.com"/>
FTP port	<input type="text" value="21"/>
Username	<input type="text" value="test"/>
Password	<input type="password" value="••••"/>
Back up to a remote folder	<input type="text" value="test"/>
<div><input type="button" value="Save"/> <input type="button" value="Reset"/> <input type="button" value="Test FTP"/></div>	

3. Click **Test FTP**. The test places a folder with a snapshot on the FTP.
4. Click **Save**.



Make certain that: the FTP account has administrator rights and the FTP server has sufficient storage to host the backups.

10.2 Backup

Backups to the FTP server are performed daily, saving video from the previous day. The administrator chooses the time period to back up. For example, the administrator wants to back up all video recorded between 09:00 and 18:00. On Tuesday, the system backs up video recorded on Monday from 09:00 to 18:00.

10.2.1 Set up a backup schedule

1. Click **Backup**.
2. Click the **Backup schedule** tab.
3. You can choose among the following settings:

Auto backup management

Backup schedule	
Backup schedule	
Auto backup	<input type="checkbox"/> Enable
Daily backup time	00 : 00
Video start time	00 : 00
Video end time	00 : 00
Camera	select: all / none <input type="checkbox"/> Camera 1
Current event settings	
Unable to access FTP	disable
Backup incomplete	disable
<div>Save Reset</div>	

- **Auto backup**—Check **Enable** to turn on scheduled backups.
- **Daily backup time**—The time of day to start the backup.
- **Video start time**—The recorded video's start time.
- **Video end time**—The recorded video's end time.
- **Camera**—Select the channels to back up.

Current event settings show the Auto backup's status. Follow the instructions at [Set Up System Events and Actions](#) to configure events and actions for the FTP server.



The system backs up recorded video files one by one. If the connection to the FTP server experiences problems, the system attempts to write a file three times before moving to the next file. If the connection to the FTP server is lost, the system stops the backup. The Auto backup can resume once connection is re-established.

10.3 Input/Output (I/O) box

It is assumed that the user has already installed an I/O box before reviewing the steps below. Seagate cannot take responsibility for I/O boxes. If an I/O box presents problems or cannot be configured with Seagate Surveillance Manager, it is highly recommended that you use a compatible camera.

10.3.1 Software setup – add the I/O Box

1. Click **Input/Output**.
2. Click **I/O box settings**.
3. You can choose among the following settings:

I/O settings

I/O box settings

I/O pin settings

I/O box settings

Device no.			
Device name			
Device type	SCB-A08 ▾		
IP address		Port	
ID	Addr:000 ▾		

CreateModify

I/O box list

No.	Name	Type	IP address	Port	ID	Delete
✱ There are no I/O settings						

SaveReset

- **Device no**—The unique ID filled in automatically.
 - **Device name**—The I/O box's name.
 - **Device type**—The types of I/O box. Check your I/O box before making a selection in the pull-down menu.
 - **IP address**—The I/O box's IP address.
 - **Port**— The I/O box's transmission port.
 - **ID**—The I/O box's ID. The ID is assigned by Seagate Surveillance Manager and is not user configurable.
4. Click **Create** to add the device to the I/O Box List. You can add more than one I/O box.
 5. Click **Save**.

10.3.2 Modify I/O box settings

1. Click **Input/Output**.
2. Click the **I/O box settings** tab.
3. Click the I/O box you want to modify.
4. Adjust the I/O box's settings and click **Modify**.
5. Click **Save**.

10.3.3 I/O pin settings

1. Click **Input/Output**.
2. Click the **I/O pin settings** tab.
3. All input and output pins are displayed on this tab, for both cameras and I/O boxes. Check a box to enable a pin and give it a name.

I/O settings

I/O box settings **I/O pin settings**

☐ **I/O pin settings**

☒ IP camera ☐ I/O BOX

Device name		I/O pin	Name	Output duration	Associated camera
	<input checked="" type="checkbox"/>	Input #0	<input type="text"/>		Camera 1 ▼
	<input checked="" type="checkbox"/>	Input #1	<input type="text"/>		Camera 1 ▼
	<input checked="" type="checkbox"/>	Input #2	<input type="text"/>		Camera 1 ▼
	<input checked="" type="checkbox"/>	Input #3	<input type="text"/>		Camera 1 ▼
	<input checked="" type="checkbox"/>	Output #0	<input type="text"/>	N/A ▼	
	<input checked="" type="checkbox"/>	Output #1	<input type="text"/>	N/A ▼	

4. Associate a camera or I/O box with a pin. The link defines the communication between the server (NAS OS device) and client (camera or I/O box).
5. You can also configure the amount of time that the device responds to an event. Use the pull-down menu to set the **Output duration** time. You can choose between 3 to 60 seconds. **N/A** stands for unlimited.
6. Click **Save**.



The I/O pin box must be checked and configured to be available on the app's settings pages.

10.4 Network

10.4.1 Configure Live View and the Playback Service

1. Click **Network**.
2. Click the **Live view & Playback service** tab.
3. You can choose among the following settings:

Network service

Live view & Playback service

CMSservice

● Live streaming server

Port

5150

Maximum connections

16

● Playback server

Port

5160

Maximum users

4

Log access

☒ Enable

● Black/White list

White list

☐ Enable

Black list

☐ Enable

IP range

to

Add to the white list

Add to the black list

Index	IP	Access	Delete

Save

Reset

- **Live streaming server**
 - **Port**—The live streaming transmission port.
 - **Maximum connections**—The maximum remote access connections (maximum available is 64).
- **Playback server**
 - **Port**—The playback transmission port.
 - **Maximum users**—The number of users who can play video at the same time (maximum available is 8).
 - **Log access**—Check the box to add playback access information on the NVR Log page. The information includes access time, playback video channels and time frame.
- **Allowed / Blocked list**
 - **Allowed list**—Only IP addresses from the allowed list can log in.
 - **Blocked list**—IP addresses from the blocked list are unable to log in.



When setting Maximum Connections in the Live Streaming Server settings, one connection means that one user connects to one camera. However, a single user can connect to more than one camera. Each connection is counted when tallying the maximum connections. For example, if the maximum connections value is set to 16, 4 users can connect to 4 cameras.

10.4.2 Configure the CMS Service

You can enable the Central Management Service (CMS), allowing compatible servers to connect to Seagate Surveillance Manager. This option is meant for advanced networks.

1. Click **Network**.
2. Click the **CMS service** tab.
3. Choose the applicable settings and click **Save**.

Network service

Live view & Playback service		CMS service
<input type="radio"/> CMS server		
CMS server	<input type="checkbox"/> Enable	
Port	5170	
Maximum connections	8	
<input type="button" value="Save"/> <input type="button" value="Reset"/>		

- **CMS server**—Check the box to enable CMS.
- **Port**— The port number through which the CMS connects to Seagate Surveillance Manager.
- **Maximum connections**—The maximum number of allowed CMS connections.

10.5 Users

10.5.1 View the User list

1. Click **Users**.
2. Click the **Create new users** tab.

The list is displayed on the bottom of the page.

● User list

No.	Name	Group	Live view	PTZ	I/O	E-map	Playback	Backup data	Delete data
1	ryan	power user	1	0	0	0	1	0	0

10.5.2 Create new users

1. Click **Users**.
2. Click the **Create new users** tab.

User management

Create new users

Modify users

Change password

● Create user

Username

Password

Group

power user

Live view access

☒ All ☒ Channel 1

Playback access

☒ All ☒ Channel 1

Remote privileges

☒ PTZ control ☒ I/O control ☒ E-map Settings
☒ Backup data ☒ Delete data ☒ Talk

Advanced

☐ Browse log

Create new user

Clear

● User list

No.	Name	Group	Live view	PTZ	I/O	E-map	Playback	Backup data	Delete data
An account has not been created									

3. Enter a **Username** and **Password**.
4. Use the pull-down menu to add the user to a **Group**. For example, a Power user has access to all settings except FTP, Backup, Network, Users, License, Logs, Save and Load.
5. Select the **Live view** and **Playback access** channels available to the user.
6. In **Remote privileges**, check the boxes next to each option available to the user.
7. In **Advanced**, check the box if the user can access the Browse log.

- Click **Create new user**.



Seagate Surveillance Manager supports one user named **admin** with full access to all management features.

10.5.3 Modify a user

- Click **Users**.
- Click the **Modify users** tab.
- Click a user in the **User list**.

User management

[Create new users](#)
[Modify users](#)
[Change password](#)

Modify users

Username	ryan
Group	power user
Live view access	<input checked="" type="checkbox"/> All <input checked="" type="checkbox"/> Channel 1
Playback access	<input checked="" type="checkbox"/> All <input checked="" type="checkbox"/> Channel 1
Remote privileges	<input checked="" type="checkbox"/> PTZ control <input checked="" type="checkbox"/> I/O control <input checked="" type="checkbox"/> E-map Settings <input checked="" type="checkbox"/> Backup data <input checked="" type="checkbox"/> Delete data <input checked="" type="checkbox"/> Talk
Advanced	<input type="checkbox"/> Browse log

User list

No.	Name	Group	Live view	PTZ	I/O	E-map	Playback	Backup data	Delete data	
1	ryan	power user	1	0	0	0	1	0	0	

- Adjust the applicable settings.
- Click **Modify user**.

10.5.4 Change a user's password

- Click **Users**.
- Click the **Change password** tab.

User management

[Create new users](#)
[Modify users](#)
[Change password](#)

Change password

Username	ryan
New password	<input type="password"/>
Confirm password	<input type="password"/>

3. Choose the user in the **Username** pull-down menu.
4. Enter the **New password**.
5. Enter the new password again in **Confirm password**.
6. Click **OK**.

10.5.5 Delete users

All users except for **admin** can be deleted.

1. Click **Users**.
2. Click the **Modify users** tab.
3. Locate the user in the User list.
4. Click the delete icon at the far right of the user's row.


User management

[Create new users](#)
[Modify users](#)
[Change password](#)

Modify users

Username	ryan
Group	power user ▼
Live view access	<input checked="" type="checkbox"/> All <input checked="" type="checkbox"/> Channel 1
Playback access	<input checked="" type="checkbox"/> All <input checked="" type="checkbox"/> Channel 1
Remote privileges	<input checked="" type="checkbox"/> PTZ control <input checked="" type="checkbox"/> I/O control <input checked="" type="checkbox"/> E-map Settings <input checked="" type="checkbox"/> Backup data <input checked="" type="checkbox"/> Delete data <input checked="" type="checkbox"/> Talk
Advanced	<input type="checkbox"/> Browse log

User list

No.	Name	Group	Live view	PTZ	I/O	E-map	Playback	Backup data	Delete data	
1	ryan	power user	1	0	0	0	1	0	0	

5. A pop-up window asks you confirm the deletion. Click **OK**.

10.6 License Activation and Transfer

A Seagate NAS OS device with Seagate Surveillance Manager includes one camera license. To add more cameras to the Seagate Surveillance Manager, users can purchase licenses. For details on adding cameras, see the [Seagate Surveillance Manager website](#).

License activations and transfers can be performed:

- **Online**—The NAS OS must be connected to the Internet. Use the NAS OS app.
- **Offline**—Use the NAS OS app to download the device's identification details and the desktop app to activate the license. The PC running the desktop app must have access to the Internet.

Make certain to purchase licenses before following the directions in this section. Licenses include serial numbers to be used for activation.

10.6.1 Online license activation

1. Click **License**.
2. Click the **Activate** tab.

The screenshot shows the 'Activate' tab in the Seagate Surveillance Manager interface. At the top, there are two tabs: 'Activate' (selected) and 'Transfer'. Below the tabs, there are three main sections:

- Online activation:** This section is selected with a radio button. It contains a text input field labeled 'Input S/N' and an 'Activate' button.
- Offline activation:** This section is unselected. It contains instructions for offline activation:
 - Step 1: Export the server information file.** Below this is an 'Export' button.
 - Step 2: Copy the exported offline.reg to a PC with access to the Internet. Use "OffLineTool.exe" to activate the license and retrieve the offline license file.**
 - Step 3: Import the offline license file.** Below this is a text input field labeled 'Import license file' with a '瀏覽...' (Browse...) button next to it, and an 'Import' button.
- License list:** This section is unselected. It contains a table with columns 'S/N', 'Channel', 'Product', and 'Status'. Below the table, there is a message: 'There are no licenses'.

2. Enter the serial number at **Online activation > Input S/N**.
3. Click **Activate**.

10.6.2 Offline license activation

Offline activation is performed in three operations. Follow the steps below.

10.6.2.1 NAS OS app

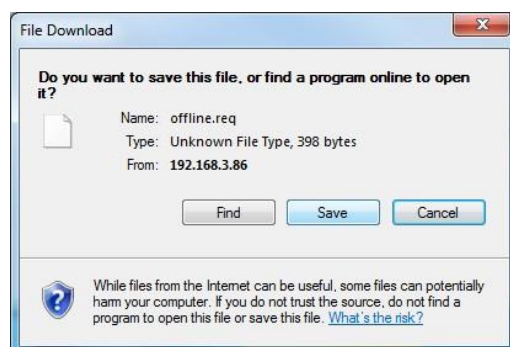
Download the identification file from the NAS OS app.

1. Click **License**.
2. Click the **Activate** tab.

The screenshot shows the 'Activate' tab in the NAS OS app. It has two sub-tabs: 'Activate' (selected) and 'Transfer'. Under 'Activate', there are three sections:

- Online activation**: Includes an 'Input S/N' text box and an 'Activate' button.
- Offline activation**: Includes instructions for three steps: 1. Export the server information file (with an 'Export' button), 2. Copy the exported offline.reg to a PC with internet access and use 'OffLineTool.exe' to activate the license, and 3. Import the offline license file (with an 'Import license file' text box and a '瀏覽...' button). Below these is an 'Import' button.
- License list**: A table with columns 'S/N', 'Channel', 'Product', and 'Status'. It shows a message 'There are no licenses' with a refresh icon.

3. At **Offline activation > Step 1**, click **Export** to save your NAS OS device's identification file. The file, *offline.req*, is needed to activate the license on the PC running the desktop app.

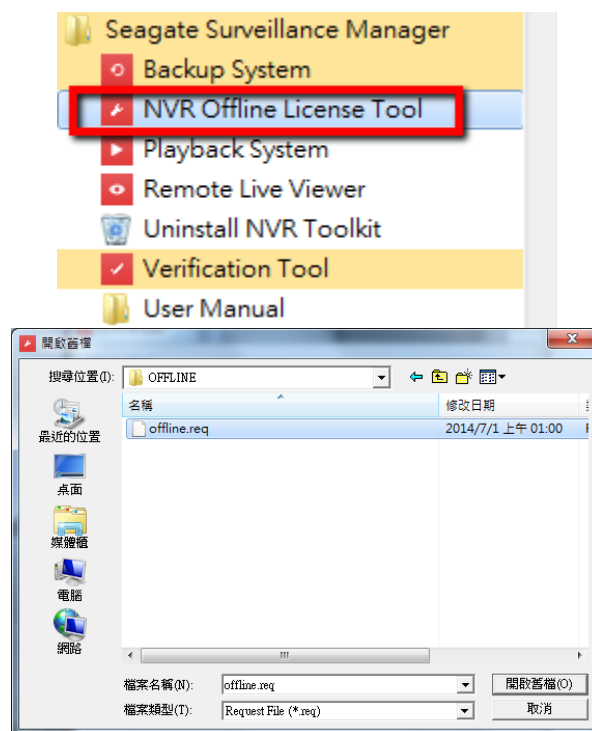


10.6.2.2 Desktop app - Windows

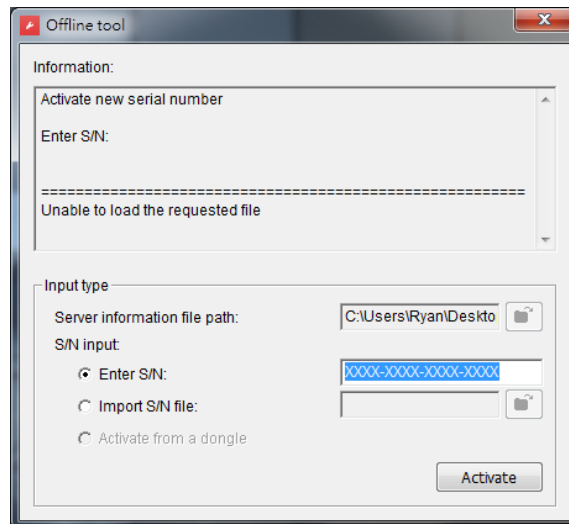
In this section, you must copy the *offline.req* file to a PC running the Windows desktop app. You will also need the serial numbers provided with the licenses.

Confirm that your PC is connected to the Internet before following the instructions below.

1. Locate the OffLineTool.exe in the Seagate Surveillance Manager folder.
2. Launch **OffLineTool.exe**. You are prompted for the **offline.req** file created by the NAS OS app.



3. Enter the serial number provided with the license and click **Activate**.



4. Save the **offline_license.dll** file. The file must be imported to the NAS OS app.

10.6.2.3 NAS OS app

Import the .dll file to the NAS OS app.

1. Click License.
2. Click **Import**. You are prompted for the **.dll** file.

Import license file	C:\Users\Ryan\Desktop\OFFLINE\offline_license.dll	瀏覽...
<input type="button" value="Import"/>		

3. The license is added to the License list.

● **License list**

S/N	Channel	Product	Status
FCA2-5402- 	1	NVR	Activated

10.6.3 Online license transfer

1. Click **License**.
2. Click the **Transfer** tab.

Activate **Transfer**

☐ **Online activation**

Input S/N

Activate

☐ **Offline activation**

Step 1: Export the server information file.

Export

Step 2: Copy the exported offline.reg to a PC with access to the Internet. Use "OffLineTool.exe" to activate the license and retrieve the offline license file.

Step 3: Import the offline license file.

Import license file 瀏覽...

Import

☐ **License list**

S/N	Channel	Product	Status
There are no licenses			

3. From the License list, select the license you want to transfer and click **Transfer**.
4. The license is removed from the License list.

10.6.4 Offline license transfer

10.6.4.1 NAS OS app

1. Click **License**.
2. Click the **Transfer** tab.

Activate Transfer

☐ Online transfer/Offline export

Input S/N

Transfer

Offline export: Click the Export button to export the server information file. Copy the exported `offline.reg` file to a PC connected to the Internet and run the "OffLineTool.exe" to transfer licenses.

Export

☐ License list

S/N	Channel	Product	Status
FCA2-5402	1	NVR	Activated

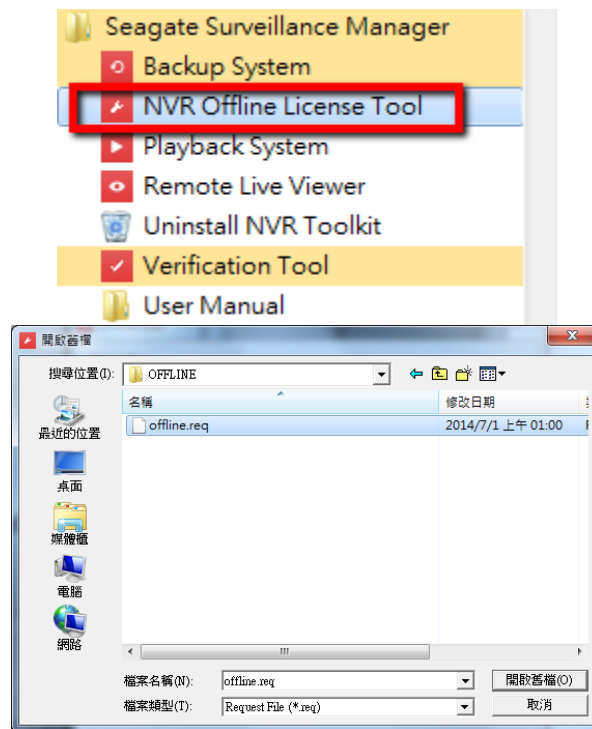
3. From the License List, click the license you want to transfer and click **Export**.
4. At the prompt, save the *offline.req* file. The file is needed to transfer the license on the PC running the desktop app

The license is removed from License List but the transfer is not complete.

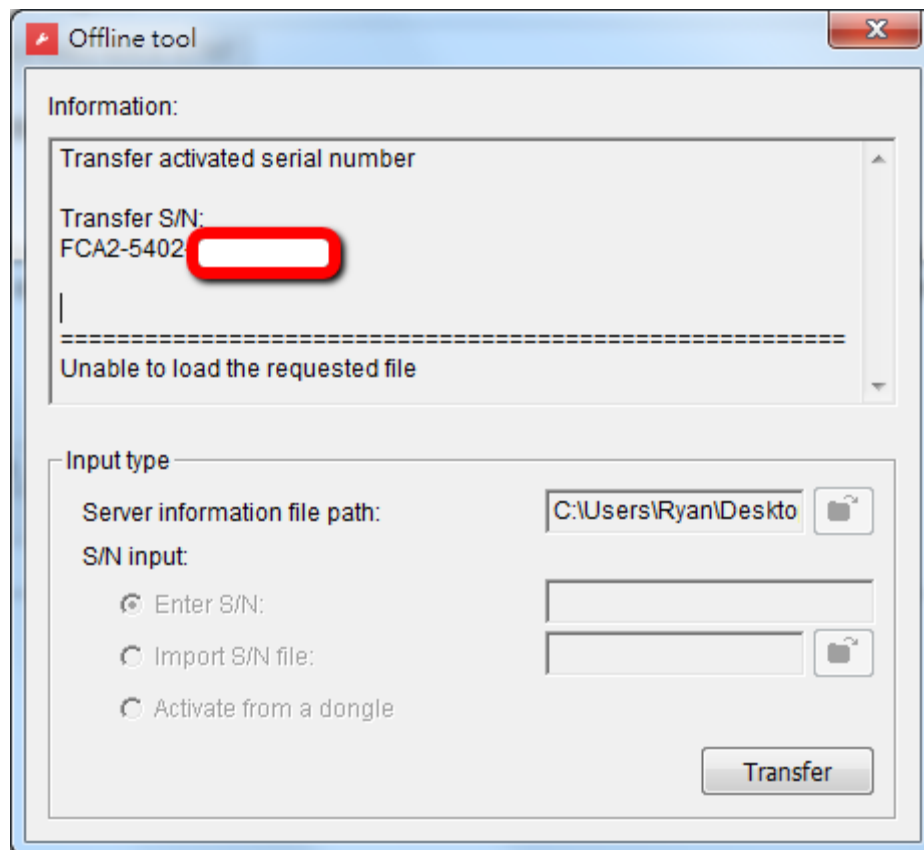
10.6.4.2 Desktop app

In this section, you must copy the *offline.req* file to a PC running the Windows desktop app. Confirm that your PC is connected to the Internet before following the instructions below.

1. Locate the **OffLineTool.exe** in the Seagate Surveillance Manager folder.
2. Launch the OffLineTool.exe. You are prompted for the **offline.req** file created by the NAS OS app.



3. Click **Transfer**.



10.7 Logs

10.7.1 View the system logs

1. Click **Logs**.

Log system

System log [NVR event log](#) [Export and backup log](#)

System log

From: To: Type:

<< < 1 > >> ☐ Show a detailed playback access log

Date	Time	Type	Level	Log
2014-07-01	00:37:25	User Login	info	admin (10.1.0.1) is logging in to Settings
2014-07-01	00:37:04	User Login	info	ryan (10.1.0.1) is logging in to Settings
2014-07-01	00:36:58	User Login	info	admin (10.1.0.1) is logging in to Settings
2014-07-01	00:36:52	User Login	info	admin (10.1.0.1) is logging in to Settings
2014-07-01	00:30:29	User Login	info	admin (10.1.0.1) is logging in to Settings

<< < 1 > >>

There are four types of events:

- **System log**—The NAS OS device's actions, such as user access, restart or shut down.
- **NVR event Log**—Events and Actions, such as motion detection or lost camera connection.
- **Export and Backup Log**—Video exports and backups.



The NVR Event Log is available if enabled on the [Event & Action](#) page. User access events are only available in the log if the option is enabled in [Network](#).

10.8 Save and load Seagate Surveillance Manager settings

Save the Seagate Surveillance Manager settings as a backup or to load into a compatible NAS OS device.

10.8.1 Save configuration

1. Click **Save/Load**.
2. Click the **Save the configuration** tab.

Save and load the configuration

The screenshot shows a web interface for saving and loading configuration. At the top, there are two tabs: 'Save the configuration' (selected) and 'Load the configuration'. Below the tabs, there is a section titled 'Save the configuration' with a radio button. Below this, there is a text box containing the text 'Optional' and a checkbox labeled 'E-Map Settings'. At the bottom of the section is a 'Save' button.

3. Check the box next to **E-Map Settings** to add them to the configuration.
4. Click **OK** and choose a path to save the configuration file.

10.8.2 Load configuration

Load a configuration file to restore settings to Seagate Surveillance Manager. You can also load the configuration file on a compatible NAS OS device running the app.

Choose **Load Default Settings** to revert the app to its original settings.

1. Click **Save/Load**.
2. Click the **Load the configuration** tab.

Save and load the configuration

Save the configuration

Load the configuration

☐ **Load default settings**

Click the *Load* button to load the default factory settings.

Load

☐ **Load the configuration**

Click the *Load* button to load the configurations for **Camera Settings**, **Recording Settings**, **Event & Action Settings**, **E-Mail Settings** and **Server Settings**.

File name	<input type="text"/>	瀏覽...
Optional	<input type="checkbox"/> E-Map Settings	

Load

3. To revert the configuration to its default settings, click **Load default settings** and **Load**.
4. To import a configuration file, click **Load the configuration** and browse for it. Check the box next to **E-Map Settings** if you want to restore them with the configuration.
5. Click **Load** in the Load configuration section.
6. Click **OK** on the pop-up window to load the settings.



User accounts are saved when reverting to default settings.

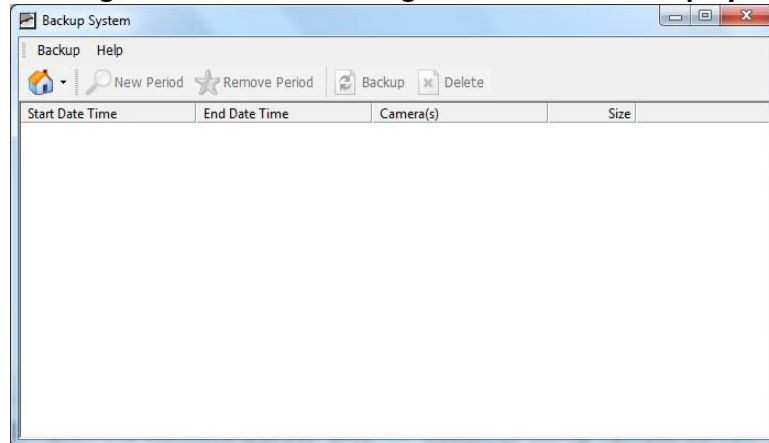
11 Back up / Delete video – desktop app

11.1 Backup the system

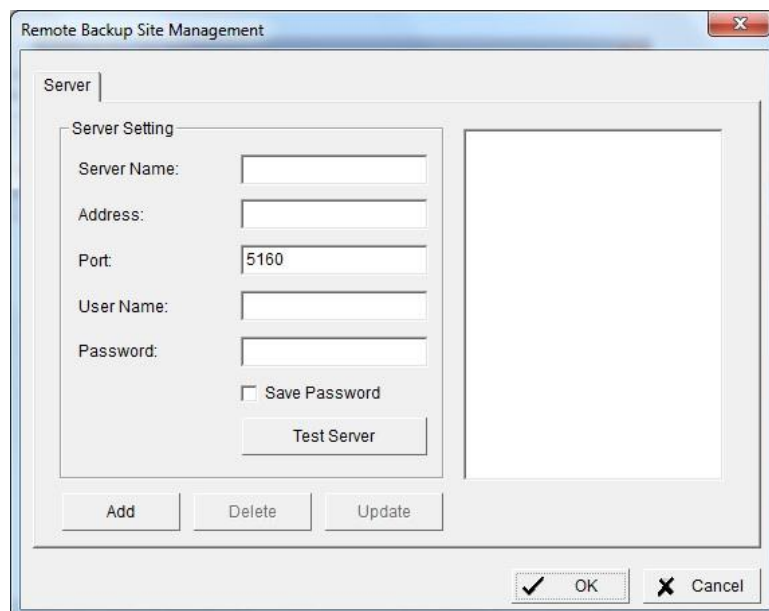
You can back up and delete video using the desktop app **Backup System**.

11.1.1 Add a backup server

1. Launch Seagate Surveillance Manager and choose **Backup System**.



2. Click **Remote Server Site** () to add the remote server.

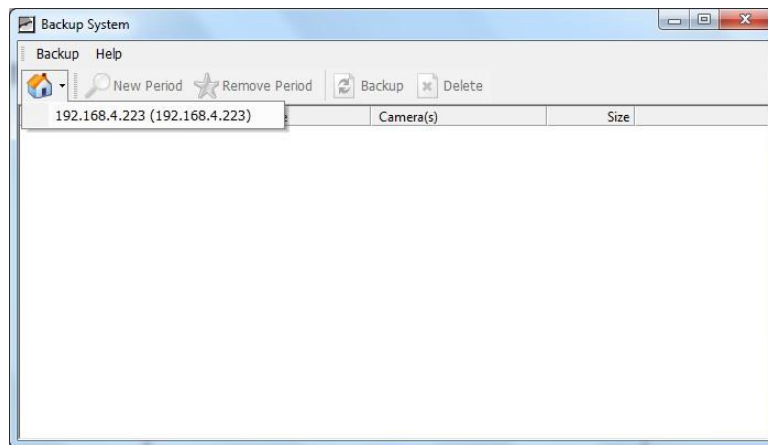


3. Enter the:
 - Server name
 - Server IP address
 - Server's port (if different than the default)
 - User Name (the username must have administration rights)
 - Password

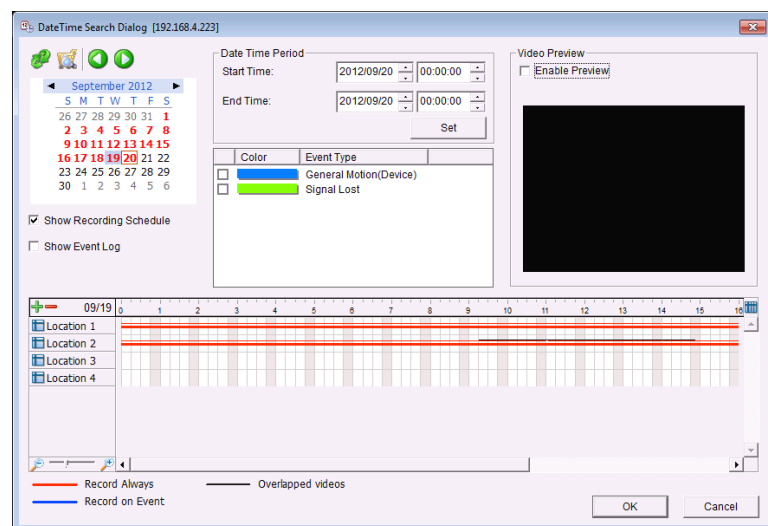
- Check the box next to **Save Password** (optional)
- 4. Click **Test Server** to test the connection between the local application and the server.
- 5. Click **Add** to add server to the remote server list.
- 6. Click **OK**.

11.1.2 Backup or delete video

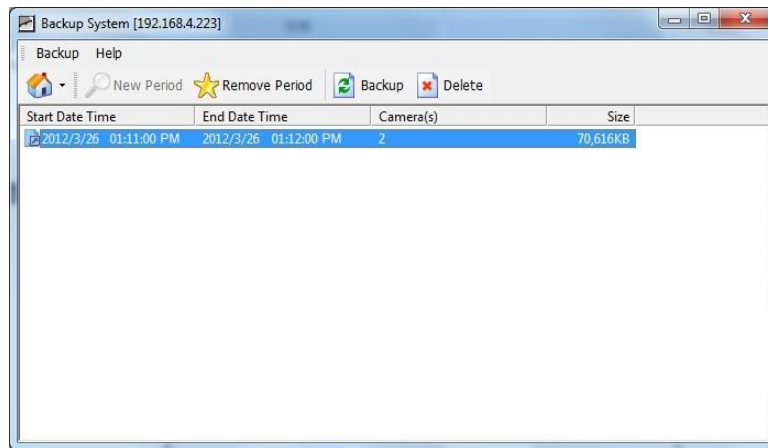
1. Click the down button ▼ next to **Remote Server Site** and select a server.



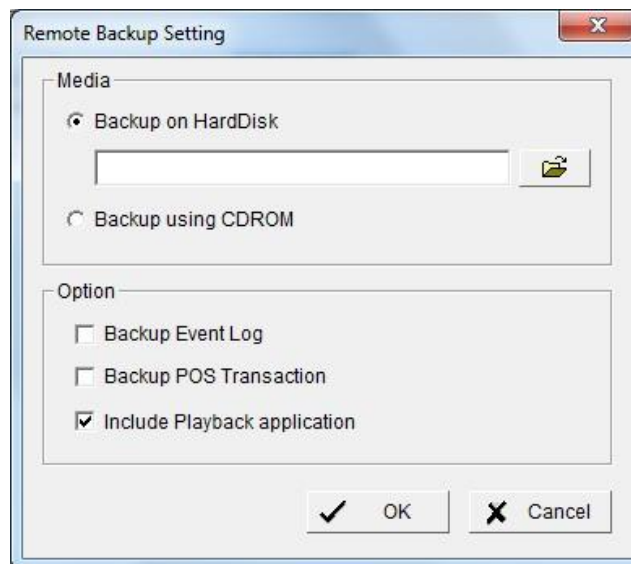
2. Click **New Period**.



3. Set a Start Time and an End Time, or select the video records to back up.
4. Select the cameras to back up.
5. Click **OK**.
6. Select the time slot.



7. Click:
 - **Backup** to back up the video and continue with the steps below.
 - **Delete** to delete the video and click **OK**.
8. Select the path to save the backup data.
9. To add the **Playback** application to the backup folder, check **Include Playback application**.



10. Click **OK**.

11.2 Play backed up video

This section describes how to play video backed up by the desktop app.

11.2.1 Using the playback application

To follow the steps below, the option **Include Playback application** must be selected when backing up the video.

1. Locate the folder with the backed up video.
2. Launch the Playback application.
3. Select the video to play back.

11.2.2 Using Seagate Surveillance Manager




Follow the steps below if the option **Include Playback application** was not selected when creating the backup.

1. Move the folder with the backed up video into the Seagate Surveillance Manager program folder. The default directory is C:\Program Files (x86)\Seagate Surveillance Manager.
2. In the Seagate Surveillance Manager folder, launch **Playback System**.
3. Click **Open Record**.
4. Select the video to play back.

12 Video Verification

The Verification Tool confirms the digital signature on files created by Seagate Surveillance Manager. If the digital signature is not recognized, someone may have tampered with the files.

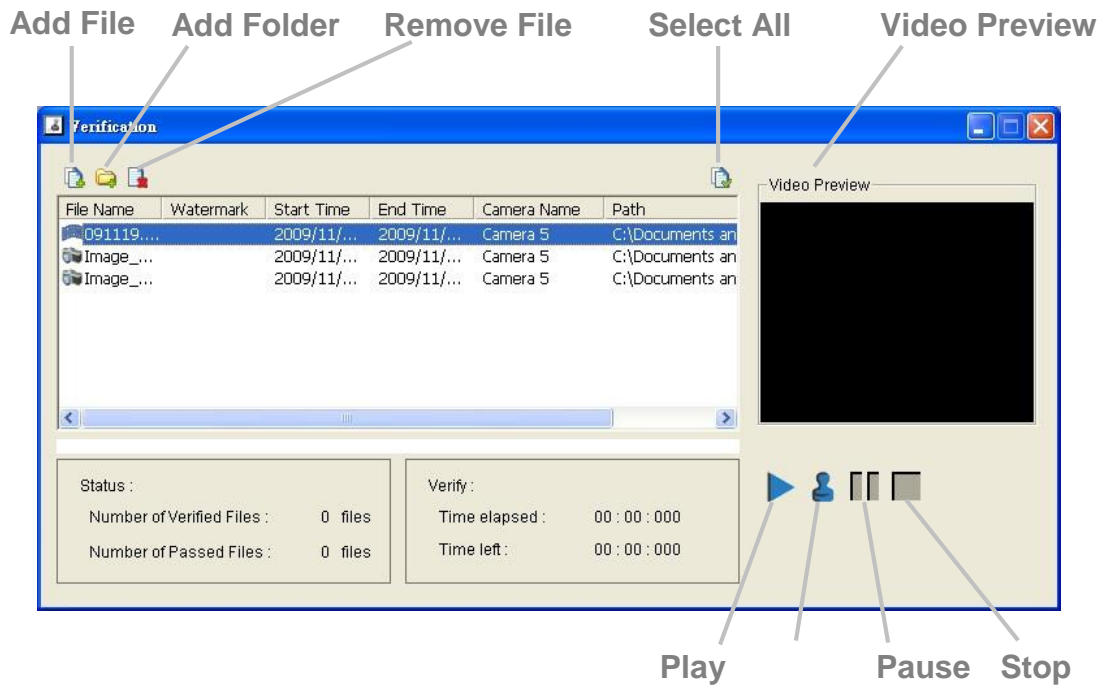
The Verification Tool checks for three types of data :

1. A file in the (.dat) (.264) format is displayed as .
2. A file in the (.avi) (.asf) format is displayed as .
3. A file in the (.bmp) (.jpg) format is displayed as .

12.1 Verification tool

You must install the desktop app to access the Verification Tool.




12.1.1 Verification tool overview




- **Add File**—Browse for a file to add to the verification list.
- **Add Folder**— Browse a folder to add to the verification list.
- **Remove File**—Remove selected files from the verification list.
- **Select All**—Select all files.

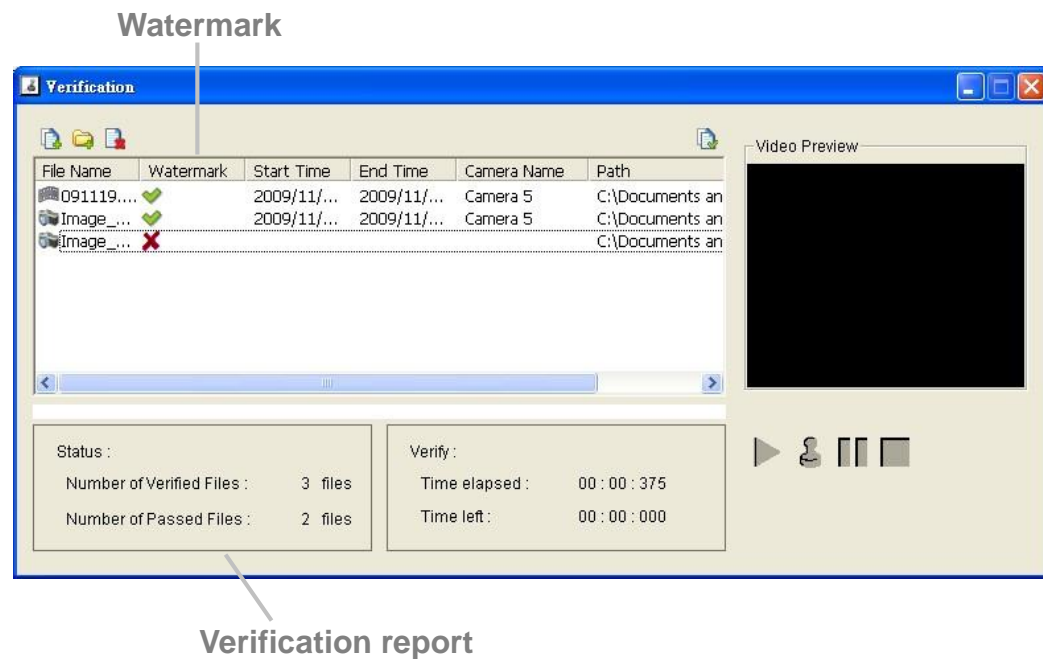


Choose the file type before selecting files.

- **Video Preview**—Preview a file on the verification list and choose:
 - Play 
 - Pause 
 - Stop 

12.1.2 Verify the image / video

1. Launch the **Verification Tool**. It is available in the Seagate Surveillance Manager folder.
2. Browse for folders or files to verify.
3. Click **Verify** .
4. The verification results include column called **Watermark**. Tampered files are red (✗) and clean files are green (✓).



13 PC System Requirements

To install the **Seagate Surveillance Manager** app on a PC, it must meet the following requirements:

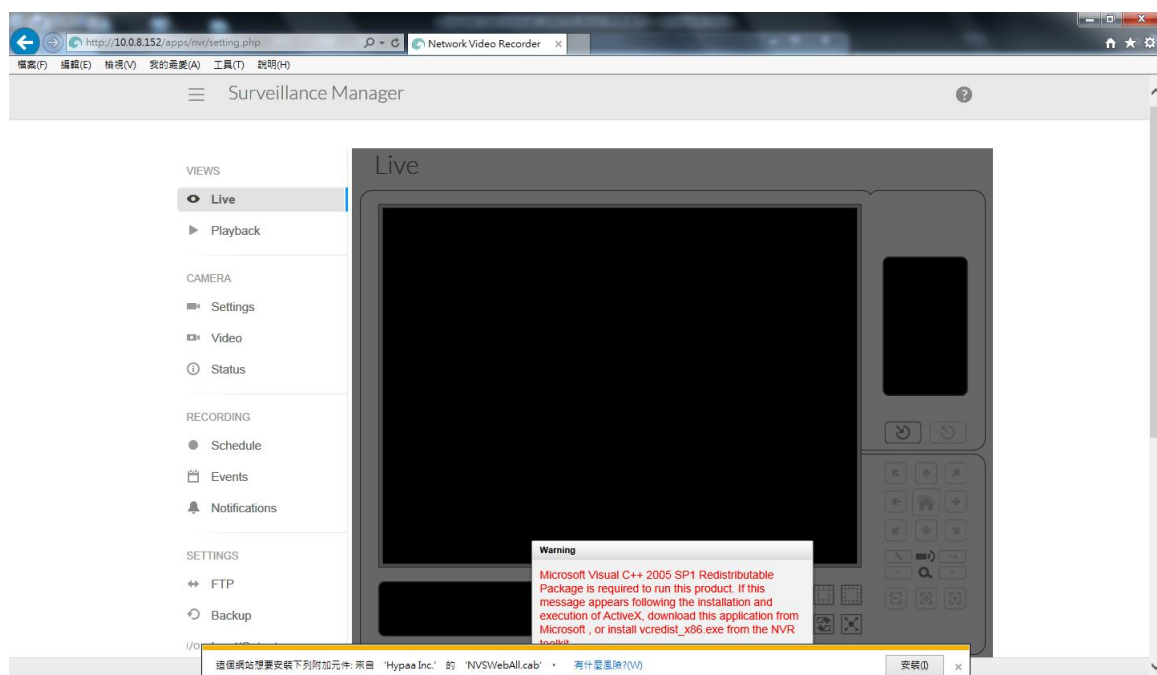
PC Minimum Requirements	
Operating System	Windows XP 32-bit, Windows 7 32-/64-bit, Windows 8 32-/64-bit
CPU	Intel Core 2 Duo, 2.6GHz
RAM	1GB

14 Troubleshooting

14.1 Video problems with Internet Explorer

Video issues can occur with Internet Explorer if ActiveX is not installed or active.

1. Delete the folder **NVSWebAll_2_2_0** at: C:\Users\Public\Documents
2. Launch Internet Explorer and log in to Seagate Surveillance Manager
3. Click the **Live view / Playback** button.
4. Follow the prompts to **Install** Active X.



14.2 Cannot log In to Seagate Surveillance Manager using the correct username and password

Antivirus software can interfere with Seagate Surveillance Manager. Confirm the antivirus software's settings or turn it off.